



Service Performance Indicator Definitions (PID)

AZ 271 Working PID Version 6.0

November 13, 2000

QWEST'S SERVICE PERFORMANCE INDICATOR DEFINITIONS (PID)

AZ 271 Working PID Version 6.0

Introduction

Qwest will report performance results for the service performance indicators defined herein. Qwest will report separate performance results associated with the services it provides to Competitive Local Exchange Carriers (CLECs) in aggregate (except as noted herein), to CLECs individually and, as applicable, to Qwest's retail customers in aggregate. Within these categories, performance results related to service provisioning and repair will be reported for the products listed in each definition. ~~All reports provided hereunder will be subject to agreements of confidentiality and/or nondisclosure.~~ Reports for CLECs individually will be subject to agreements of confidentiality and/or nondisclosure.

Qwest's Service Performance Indicator Definitions

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Electronic Gateway Availability

GA-1 – Gateway Availability – IMA-GUI⁴

Purpose: Evaluates the quality of CLEC access to the IMA-GUI electronic gateway and two associated systems, focusing on the extent they are actually available to CLECs.	
Description: GA-1A: Measures the availability of the IMA (Interconnect Mediated Access-graphical user interface), interface, including the Firm Order Manager (FOM), and reports the percentage of scheduled <u>Scheduled Up Time</u> the IMA interface is available for view and/or input. ^{NOTE 1} <ul style="list-style-type: none"> For Scheduled Up Time hours for preorder, order, and provisioning transactions, the current "scheduled up time" hours are Monday-Friday, 6:00 a.m. to 10:00 p.m., and Saturday 6:00 a.m. to 8:00 p.m. MT. For repair transactions, the current scheduled up time hours are 2:15 a.m. to 11:15 p.m. MT, Monday through Friday; 2:15 a.m. to 10:00 p.m. MT on Saturday; and 7:00 a.m. to 11:15 p.m. MT on Sunday. GA-1B: Measures the availability of the "Fetch-N-Stuff" system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Fetch-N-Stuff system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI. GA-1C: Measures the availability of the Data Arbiter system, which facilitates access for the IMA-GUI interface and the IMA-EDI interface (see GA-2), and reports the percentage of scheduled time the Data Arbiter system is available. Scheduled times will be no less than the same hours as listed for IMA and EDI. <ul style="list-style-type: none"> <u>Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</u> <u>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</u> Scheduled dDown tTime is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. When figuring scheduled available time, the scheduled down time is subtracted from the committed available hours.	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level. Results will be reported as follows: GA-1A IMA Graphical User Interface Gateway GA-1B "Fetch-N-Stuff" system GA-1C Data Arbiter system
Formula: $\left(\frac{[\text{Number of Hours and Minutes Gateway is Available to CLECs}] - [\text{Number of Hours and Minutes Gateway was of Scheduled to be Available}]}{[\text{Number of Hours and Minutes Gateway was of Scheduled to be Available}]} \times 100 \right)$	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available: GA-1B GA-1C Under Development: GA-1A – Beginning with Dec 00 data on the Jan 01 report ^{Note 1}	Notes: 1. <u>In addition, GA-1A data for Aug 00 – Nov 00 is tentatively planned for reporting in the Dec 00 report.</u>

⁴ — Graphical User Interface

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GA-2 – Gateway Availability – IMA-EDI

Purpose: Evaluates the quality of CLEC access to the EDI electronic gateway, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EDI (Electronic Data Interchange) interface and reports the percentage of scheduled up time the EDI Interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured. <ul style="list-style-type: none"> Scheduled uUp tTime hours <u>for EDI are</u> Monday-Friday, 6:00 a.m. to 10:00 p.m., and Saturday, 6:00 a.m. to 8:00 p.m. MT. <u>Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</u> <u>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time</u> Scheduled dDown tTime is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. ? When figuring scheduled available time, the scheduled down time is subtracted from the committed available hours.	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level. (See GA-1 for reporting of “Fetch-n-Stuff” and Data Arbiter systems availability.)
Formula: $\left(\frac{[\text{Number of Hours and Minutes Gateway is Available to } \text{CLECs} \text{ During Reporting Period}]}{[\text{Number of Hours and Minutes } \text{Gateway was of Scheduled to be Available} \text{le Time During Reporting Period}]} \right) \times 100$	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: Available	Notes:

GA-3 – Gateway Availability – EB-TA

Purpose: Evaluates the quality of CLEC access to the EB-TA interface, focusing on the extent the gateway is actually available to CLECs.	
Description: Measures the availability of EB-TA (Electronic Bonding – Trouble Administration) interface and reports the percentage of scheduled up time the EB-TA Interface is available. <ul style="list-style-type: none"> The current sScheduled uUp tTime hours are 24 hours a day, Monday through Friday; midnight to 11 p.m. MT on Saturday; 5 am to midnight MT on Sunday. Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time. Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time. Scheduled dDown tTime is time identified and communicated that the interface is not available due to maintenance and/or upgrade work. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: ([Number of Hours and Minutes Gateway is Available to CLECsCompeting Carriers During Reporting Period] / [Number of Hours and Minutes Gateway of Scheduled to be Availability le Time During Reporting Period]) x 100	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: <div>Available</div>	Notes:

GA-4 – System Availability – EXACT

Purpose: Evaluates the quality of CLEC access to the EXACT electronic access service request system, focusing on the extent the <u>gateway-system</u> is actually available to CLECs.	
Description: Measures the availability of EXACT system and reports the percentage of scheduled up time the EXACT system is available. <ul style="list-style-type: none"> Scheduled up Up Time hours are 6 a.m. to 7 p.m. MT, Monday through Friday; and 7 a.m. to 5 p.m. MT on Saturday. <u>Time System is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</u> <u>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</u> Scheduled d Down Time is time identified and communicated that the system is not available due to maintenance and/or upgrade work. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: [Number of Hours and Minutes EXACT is Available to CLECs Competing Carriers During Reporting Period / Number of Hours and Minutes EXACT was of Scheduled to be Availab ility le During Reporting Period] x 100	
Exclusions: None	
Product Reporting: None	Standard: 99.25 percent
Availability: <div>Available</div>	Notes:

GA-5 – System Availability – FOM

<u>Purpose:</u> <u>Evaluates the quality of Interconnect Service Center access to the FOM. Firm Order Manager (FOM is not accessed by the CLECs), measuring the actual availability of the FOM for ISC research and response to questions from the CLECs and update of LSR status information.</u>	
<u>Description:</u> <u>Measures the availability of the FOM (Firm Order Manager) system and reports the percentage of scheduled up time the FOM system is available to the Interconnect Service Center.</u> <ul style="list-style-type: none"> <u>Scheduled Up Time hours are Monday-Friday, 6:00 a.m. to 10:00 p.m., and Saturday, 6:00 a.m. to 8:00 p.m. MT.</u> <u>Time System is Available is equal to Scheduled Availability Time minus Outage Time.</u> <u>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</u> <u>Scheduled Down Time is time identified and communicated that the system is not available due to maintenance and/or upgrade work.</u> 	
<u>Reporting Period:</u> <u>One month</u>	<u>Unit of Measure:</u> <u>Percent</u>
<u>Reporting Comparisons:</u> <u>None</u>	<u>Disaggregation Reporting:</u> <u>Region-wide level.</u>
<u>Formula:</u> <u>[Number of Hours and Minutes FOM is Available During Reporting Period / Number of Hours and Minutes of Scheduled Availability Time During Reporting Period] x 100</u>	
<u>Exclusions:</u> <u>None</u>	
<u>Product Reporting:</u> <u>None</u>	<u>Standard:</u> <u>99.25 percent</u>
<u>Availability:</u> <u>Under Development:</u> <u>Beginning with Dec 00 data on the Jan 01</u> <u>report^{Note 1}</u>	<u>Notes:</u> 1. <u>In addition, GA-5 data for Aug 00 – Nov 00 is tentatively planned for reporting in the Dec 00 report.</u>

GA-6 – Gateway Availability – GUI - Repair

<u>Purpose:</u> <u>Evaluates the quality of CLEC access to the GUI Repair electronic gateway, focusing on the extent the gateway is actually available to CLECs.</u>	
<u>Description:</u> <u>Measures the availability of the GUI (Graphical User Interface) repair electronic interface and reports the percentage of scheduled up time the interface is available for view and/or input. All times during which the interface is scheduled to be operating during the reporting period are measured.</u> <ul style="list-style-type: none"> <u>Scheduled Up Time” hours are 2:15 a.m. to 11:15 p.m. MT, Monday through Friday; 2:15 a.m. to 10:00 p.m. MT on Saturday; and 7:00 a.m. to 11:15 p.m. MT on Sunday.</u> <u>Time Gateway is Available to CLECs is equal to Scheduled Availability Time minus Outage Time.</u> <u>Scheduled Availability Time is equal to Scheduled Up Time minus Scheduled Down Time.</u> <u>Scheduled Down Time is time identified and communicated that the interface is not available due to maintenance and/or upgrade work.</u> 	
<u>Reporting Period:</u> <u>One month</u>	<u>Unit of Measure:</u> <u>Percent</u>
<u>Reporting Comparisons:</u> <u>CLEC aggregate results</u>	<u>Disaggregation Reporting:</u> <u>Region-wide level.</u>
<u>Formula:</u> <u>[Number of Hours and Minutes Gateway is Available to CLECs During Reporting Period / Number of Hours and Minutes of Scheduled Availability Time During Reporting Period] x 100</u>	
<u>Exclusions:</u> <u>None</u>	
<u>Product Reporting:</u> <u>None</u>	<u>Standard:</u> <u>99.25 percent</u>
<u>Availability:</u> <u>Under Development:</u> <u>Beginning with Dec 00 data on the Jan 01 report</u> ^{Note 1}	<u>Notes:</u> 1. <u>In addition, GA-6 data for Aug 00 – Nov 00 is tentatively planned for reporting in the Dec 00 report.</u>

Pre-Order/Order

PO-1 – Pre-Order/Order Response Times

Purpose: Evaluates the timeliness of responses to specific preordering/ordering queries for CLECs through the use of Qwest's Operational Support Systems (OSS). Qwest's OSS are accessed, through the specified gateway interface.	
Description: Measures the time interval between query and response for specified pre-order/order transactions through the electronic interface. <ul style="list-style-type: none"> Measurements are made using a system that simulates the transactions of requesting pre-ordering/ordering information from the underlying existing OSS. These simulated transactions are made through the operational production interfaces and existing systems in a manner that reflects, in a statistically-valid manner, the transaction response times experienced by CLEC service representatives in the reporting period. The time interval between query and response consists of the period from the time the transaction request was "sent" to the time it is "received" via the gateway interface. A query is an individual request for the specified type of information. 	
Reporting Period: One month Unit of Measure: Seconds	
Reporting Comparisons: CLEC aggregate.	Disaggregation Reporting: Region-wide level. Results are reported as follows: PO-1A Pre-Order/Order Response Time for IMA (CLEC transactions) PO-1B Pre-Order/Order Response Time for EDI (CLEC transactions) Results are reported separately for each of the following transaction types: ¹ <ol style="list-style-type: none"> Appointment Scheduling (Due Date Reservation, where appointment is required) Service Availability Information Facility Availability Street Address Validation Customer Service Records Telephone Number Loop Qualification For PO-1A (transactions via IMA), in addition to reporting total response time, response times for each of the above transactions will be reported in two parts: (a) time to access the request screen, and (b) time to receive the response for the specified transaction. For PO-1B (transactions via EDI), request/response will be reported as a combined number. For both PO-1A and PO-1B in 1. Appointment Scheduling and 6. Telephone Number, a third part (c) accept screen, will be reported.
Formula: $\Sigma [(Query\ Response\ Date\ \&\ Time) - (Query\ Submission\ Date\ \&\ Time)] / (Number\ of\ Queries\ Submitted\ in\ Reporting\ Period)$	
Exclusions: Rejected requests/errors	

PO-1 – Pre-Order/Order Response Times (continued)

Product Reporting: None	Standard: Total Response Time: 1. Appointment Scheduling 2. Service Availability Information 3. Facility Availability 4. Street Address Validation 5. Customer Service Records 6. Telephone Number 7. Loop Qualification	IMA <10 seconds 25 seconds ² <25 seconds ²³ <10 seconds <12.5 seconds ²³ <10 seconds = 20 seconds ³⁴	EDI <10 seconds 25 seconds ² <25 seconds ²³ <10 seconds <12.5 seconds ²³ <10 seconds = 20 seconds ³⁴
Availability: Available	Notes: 1. As additional transactions, currently done manually, are mechanized, they will be measured and added to or included in the above list of transactions, as applicable. 2. Effective 9/1/00 Qwest will reduce the Service Availability Benchmark from 30 seconds to 25 seconds. 3-2. Times reflect non-complex services, including residential, simple business, or POTS account. Does not include ADSL or accounts >25 lines. 4-3. Benchmark applies to response time only. Request time and Total time will also be reported.		

PO-2 – Electronic Flow-through

Purpose: Monitors the extent Qwest's processing of CLEC Local Service Requests (LSRs) is completely electronic, focusing on the degree that electronically-transmitted LSRs flow directly to the service order processor without human intervention or without manual retyping.	
Description: PO-2A - Measures the percentage of all electronic LSRs that flow from the specified electronic gateway interface to the Service Order Processor (SOP) without any human intervention. <ul style="list-style-type: none"> Includes all LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. PO-2B – Measures the percentage of all flow-through-eligible LSRs that flow from the specified electronic gateway interface to the SOP without any human intervention. <ul style="list-style-type: none"> Includes all flow-through-eligible LSRs that are submitted electronically through the specified interface during the reporting period, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for PO-2A and PO-2B will be reported according to the gateway interface used to submit the LSR: <ol style="list-style-type: none"> LSRs received via IMA LSRs received via EDI
Formula: PO-2A = [(Number of Electronic LSRs that pass from the Gateway Interface to the SOP without human intervention) / (Total Number of Electronic LSRs that pass through the Gateway Interface)] x 100 PO-2B = [(Number of flow-through-eligible Electronic LSRs that actually pass from the Gateway Interface to the SOP without human intervention) / (Number of flow-through-eligible Electronic LSRs received through the Gateway Interface)] x 100	
Exclusions: Rejected LSRs, non-electronic LSRs (e.g., via fax or courier).	
Product Reporting: <ul style="list-style-type: none"> Resale Unbundled Loops (with or without Local Number Portability) Local Number Portability UNE-P (POTS) 	Standard: PO-2A: Diagnostic PO-2B: Resale: Diagnostic (Parity expectation) Unbundled Loops: Diagnostic (85 percent expectation) LNP: Diagnostic UNE-P (POTS): Diagnostic
Availability: <u>Available: Performance results and statistical parameters (except as noted below)</u> ¹ Under Development: ? CLEC results – beginning with Apr 00 data on Aug 00 report ? Qwest Retail – beginning with Apr 00 data on Aug 00 report <ul style="list-style-type: none"> <u>PO-2A - UNE-P (POTS) – will be separated from Resale data beginning with Aug 00 data on SeptNov 00 report</u> <u>PO-2B – UNE-P (POTS) – beginning with May 00 data in the Oct 00 report.</u> 	Notes: 1. The list of LSR types classified as eligible for flow through is contained in the “LSRs Eligible for Flow Through” section at the end of this PID document.

¹ PO-2A & B-1 (IMA) and –2A & B-2 (EDI) will

PO-3 – LSR/ASR Rejection Notice Interval (continued)

be reported combined until Sep 00 data on Oct 00 report	
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PO-3 – LSR Rejection Notice Interval

Purpose: Monitors the timeliness with which Qwest notifies CLECs that electronic LSRs were rejected.	
Description: Measures the interval between the receipt of a Local Service Request (LSR) and the rejection of the LSR for standard categories of errors/reasons. <ul style="list-style-type: none"> Includes all LSRs submitted through the specified interface that are rejected during the reporting period. Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information, duplicate request or LSR/PON (purchase order number), no separate LSR for each account telephone number affected, no valid contract, no valid end user verification, account not working in Qwest territory, service-affecting order pending, request is outside established parameters for service, and lack of CLEC response to Qwest question for clarification about the LSR. Included in the interval is time required for efforts by Qwest to work with the CLEC to avoid the necessity of rejecting the LSR. With hours:minutes reporting, hours counted are business hours, defined as time during normal business hours of the Wholesale Delivery Service Centers, except for PO-3C in which hours counted are work week clock hours. 	
Reporting Period: One month	Unit of Measure: Hrs: Mins.
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level (per multi-state system serving the state). Results for this indicator are reported according to the gateway interface used to submit the LSR: PO-3A LSRs received via IMA PO-3B LSRs received via EDI PO-3C LSRs received via facsimile
Formula: $\Sigma [(Date\ and\ time\ of\ Rejection\ Notice\ transmittal) - (Date\ and\ time\ of\ LSR\ receipt)] / (Total\ number\ of\ LSR\ Rejection\ Notifications)$	
Exclusions: None	
Product Reporting: Not applicable (reported by ordering interface).	Standard: <ul style="list-style-type: none"> PO-3A and -3B: ≤ 4.5 business hours PO-3C: ≤ 24 work week clock hours
Availability: Available ¹	Notes:
¹ PO-3A (IMA) and PO-3B (EDI) will be reported combined until Sep 00 data on the Oct 00 report	

PO-4 – LSRs Rejected

Purpose: Monitors the extent LSRs are rejected as a percentage of all LSRs to provide information to help address potential issues that might be raised by the indicator of LSR rejection notice intervals.	
Description: Measures the percentage of LSRs rejected (returned to the CLEC) for standard categories of errors/reasons. <ul style="list-style-type: none"> Includes all LSRs that are submitted through the specified interface <u>that are rejected or FOC'd</u> during the reporting period. Standard reasons for rejections are: missing/incomplete/mismatching/unintelligible information; duplicate request or LSR/PON (purchase order number); no separate LSR for each account telephone number affected; no valid contract; no valid end user verification; account not working in Qwest territory; service-affecting order pending; request is outside established parameters for service; and lack of CLEC response to Qwest question for clarification about the LSR. 	
Reporting Period: One month	Unit of Measure: Percent of LSRs
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level. (per multi-state system serving the state). Results for this indicator are reported according to the gateway interface used to submit the LSR: PO-4A LSRs received via IMA PO-4B LSRs received via EDI PO-4C LSRs received via facsimile
Formula: $\left[\frac{\text{(Total number of LSRs rejected)}}{\text{(Total number of LSRs receivedrejected or FOC'd in the reporting period)}} \right] \times 100$	
Exclusions: None.	
Product Reporting: Not applicable (reported by ordering interface).	Standard: No benchmark – diagnostic
Availability: Available ¹ ¹ PO-4A (IMA) and PO-4B (EDI) will be reported combined until Sep 00 data on the Oct 00 report	Notes:

PO-5 – Firm Order Confirmations (FOCs) On Time

Purpose:

Monitors the timeliness with which Qwest returns Firm Order Confirmations (FOCs) to CLECs in response to LSRs/ASRs received from CLECs, focusing on the degree to which FOCs are provided within specified intervals.

Description:

Measures the timeliness of Firm Order Confirmations (FOCs) that are provided to CLECs. PO-5A, -5B, -5C, and -5D focus on the percentage of FOCs that are provided within the intervals specified under “Standards” below for FOC notifications. PO-5E focuses on the average interval of FOC notifications for LSRs that are classified as eligible for flow-through but failed to flow-through.

- Includes all LSRs/ASRs that are submitted ~~during the reporting period~~ through the specified interface or in the specified manner (i.e., facsimile) that receive an FOC during the reporting period, subject to exclusions specified below. (Acknowledgments sent separately from an FOC (e.g., EDI 997 transactions are not included.)
- The interval measured is the period between the application date and time, as defined herein, and Qwest’s response with a FOC notification (notification date and time).
- “Fully electronic” LSRs are those (1) that are received via IMA or EDI, (2) that involve no manual intervention, and (3) for which FOCs are provided mechanically to the CLEC.
- “Electronic/manual” LSRs are received electronically via IMA or EDI and involve manual processing.
- “Manual” LSRs are received manually (via facsimile) and processed manually.
- ASRs are measured only in business days.
- For PO-5A, -5B, and -5C, LSRs will be evaluated according to the FOC interval categories shown in the “Standards” section below, based on the number of lines/services requested on the LSR or, where multiple LSRs from the same CLEC are related, based on the combined number of lines/services requested on the related LSRs.

Reporting Period: One month

Unit of Measure:

PO-5A, -5B, -5C, & -5D: Percent
PO-5E: Business Hours:Minutes

Reporting

Comparisons: CLEC aggregate and individual CLEC results

Disaggregation Reporting: Statewide level (per multi-state system serving the state).

Results for this indicator are reported as follows:

- PO-5A:* FOCs provided for fully electronic LSRs received via:
 - PO-5A-1 IMA
 - PO-5A-2 EDI
- PO-5B:* FOCs provided for electronic/manual LSRs that are NOT classified as flow-through-eligible** for LSRs received via:
 - PO-5B-1 IMA
 - PO-5B-2 EDI
- PO-5C:* FOCs provided for manual LSRs received via Facsimile.
- PO-5D: FOCs provided for ASRs requesting LIS Trunks.
- PO-5E: FOCs provided for LSRs that are classified as flow-through-eligible,** but failed to flow through, for LSRs received via: ^{NOTE 23}
 - PO-5E-1 IMA
 - PO-5E-2 EDI

* Each of the PO-5A, PO-5B, PO-5C and PO-5E measurements listed above will be further disaggregated as follows:

- (a) FOCs provided for Resale services and UNE-P
- (b) FOCs provided for Unbundled Loops
- (c) FOCs provided for LNP

** The list of LSR types classified as eligible for flow through is contained in the “LSRs Eligible for Flow Through” section at the end of this PID document.

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Formula:

PO-5A, -5B, -5C, & -5D = [Count of LSRs/ASRs for which the original FOCs "(FOC Notification Date & Time) - (Application Date & Time)" is within the intervals specified for the service category involved] / (Total Number of original FOC Notifications transmitted for the service category in the reporting period).

PO-5E = $\Sigma[(\text{FOC Notification Date \& Time}) - (\text{Application Date \& Time}) \text{ for flow-through-eligible LSRs that did NOT flow through}] / (\text{Total Number of FOC Notifications transmitted for flow-through-eligible LSRs that did NOT flow through})$

Exclusions:

- LSRs/ASRs involving individual case basis (ICB) handling based on quantities of lines, as specified in the "Standards" section below, or service/request types, deemed to be projects.
- Hours on Weekends and holidays.
- LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements.
- For flow-through eligible LSRs, the exceptions noted in the "LSRs Eligible for Flow Through" section at the end of this PID document.

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

Product Reporting: <ul style="list-style-type: none">For PO-5A, -5B, -5C and -5E: <u>(a)</u> (a) Resale services and UNE-P (POTS) <u>(b)</u> (b) Unbundled Loops (all types). (c) LNPFor PO-5D: LIS Trunks.	Standards:	
	• For PO-5A (all):	95% within 20 minutes
	• For PO-5B (all):	90% within standard FOC intervals (specified below)
	• For PO-5C (manual):	90% within standard FOC intervals specified below PLUS 24 hours
	• For PO-5D (LIS Trunks):	85% within eight business days
	• For PO-5E (failed flow-through)	6 business hours or less
	<u>Standard FOC Intervals for PO-5B and PO-5C</u> Note 2	
	Product Group ^{Note 1}	FOC Interval
	Resale Residence and Business POTS 1-39 lines ISDN-Basic 1-10 lines Conversion As Is Adding/Changing features Add primary directory listing to established loop Add call appearance Centrex Non-Design 1-19 lines with no Common Block Configuration Centrex line feature changes/adds/removals (all)	24 hours
	LNP 1-24 lines	
	Unbundled Loops (all types) 1-24 loops	
	Unbundled Network Element–Platform (UNE-P) (POTS) UNE-P to UNE-P conversion and Resale to UNE-P conversion 1-39 lines	
	Resale ISDN-Basic 1-10 lines Conversion As Specified New Installs Address Changes Change to add Loop ISDN-PRI (Facility) 1-3 PBX 1-24 trunks DS0 or Voice Grade Equivalent 1-24 DS1 Facility 1-24 DS3 Facility 1-3	48 hours
	LNP 25-49 lines	
	Resale Centrex (including Centrex 21, Non-design, Centrex 21 Basic ISDN, Centrex-Plus, Centron, Centrex Primes) 1-10 lines – With Common Block Configuration required – Initial establishment of Centrex CMS services – Tie lines or NARs activity – Subsequent to initial Common Block Station lines Automatic Route Selection Uniform Call Distribution Additional numbers	72 hours

PO-5 – Firm Order Confirmations (FOCs) On Time (continued)

	Resale ISDN-PRI (Trunks)	1-12 trunks	96 hours
	For PO-5D: LIS Trunks	1-240 trunk circuits	8 business days
Availability <ul style="list-style-type: none">Available:<ul style="list-style-type: none">PO-5A, B, & C - Performance results and statistical parameters (except as noted below)PO-5DWith no Product level reporting:<ul style="list-style-type: none">PO-5A — Apr-Jun 00PO-5B, and PO-5C — Apr-Jun 00 data reported in accordance with the Interim Standards defined in the Notes section at right.Under Development with Product level reporting and per Standard FOC Intervals defined above (non-interim):<ul style="list-style-type: none">PO-5A — beginning with Apr 00 data on the Sep 00 reportPO-5B — beginning with Apr 00 data on the Sep 00 report^{1,2,3}PO-5C — beginning with Apr 00 data on the Sep 00 report^{2,3}PO-5E — TBD (est. on Sep 00 report) beginning with Jul 00 data on the Nov 00 reportExclusion of LSRs with CLEC-requested FOC arrangements different from standard FOC arrangements beginning with Apr 00 data on the Sep 00 reportUnder Development:<ul style="list-style-type: none">Exclusion of ICBs for ISDN Basic, ISDN-PRI, PBX, DSO, DS1, and DS3 — beginning with Jan 01 on the Feb 01 reportPO-5A & B-1 (IMA) and -5A & B-2 (EDI) will be reported combined until Sep 00 data on the Oct 00 reportInclusion of Centrex and ISDN results — Sep 00 data on the Oct 00 reportInclusion of UNE-P results — Nov 00 data on Dec 00 report		Notes: <ol style="list-style-type: none">LSRs with quantities above the highest number specified for each product type are considered ICB.INTERIM STANDARDS for PO-5B and PO-5C<ul style="list-style-type: none">The following standards will apply to PO-5B and PO-5C until the capability to measure according to the above Standard FOC Intervals is developed (as stated in Availability section at left). These standards consolidate all of the products (including ICB for ISDN Basic, ISDN-PRI, PBX, DSO, DS1, and DS3) measured by PO-5B and PO-5C into one standard FOC interval category each, applying the most stringent (shortest) FOC intervals as the standards:<ul style="list-style-type: none">PO-5B: 90% within 24 hoursPO-5C: 90% within 48 hoursWith reference to PO-5E, beginning in Dec 00, as a result of the auto-push status enhancement, Qwest will also provide a near-immediate, electronic notification to CLECs when an LSR fails to flow-through.	

PO-6 – Work Completion Notification Timeliness

Purpose: To evaluate the timeliness of Qwest issuing electronic notification to CLECs that provisioning work on an order has been completed and the service is available to the customer. ^{NOTE 1}	
Description: <ul style="list-style-type: none"> Includes all orders posted as completed in the Qwest Service Work Force Administration (WFA) System in the reporting period, subject to exclusions shown below. The start time is when the physical completion of the order is posted in the WFA System. The end time is when the electronic order completion notice is transmitted to the CLEC via the same ordering interface. 	
Reporting Period: One month	Unit of Measure: PO – 6 ^{NOTE 1 & 2} Percent PO-6A - 6B: Hrs: Min.
Reporting Comparisons: CLEC aggregate and individual CLEC results.	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> PO – 6 Percent of notices transmitted by noon the next business day. PO-6A Notices transmitted via IMA PO-6B Notices transmitted via EDI
Formula: PO – 6 $[(\text{Total Number of Notifications Transmitted by noon the next business day}) / (\text{Total Number of Orders Completed})] \times 100$ PO – 6A – 6B $\Sigma((\text{Date and Time Completion Notification transmitted to CLEC}) - (\text{Date and Time Work Completion posted in WFA})) / (\text{Number of orders completed in reporting period})$	
Exclusions: <ul style="list-style-type: none"> PO – 6 None PO – 6A - 6B LSRs submitted manually (e.g., via facsimile). 	
Product Reporting: PO – 6 All completion notifications, except LIS Trunk orders. PO – 6A - 6B Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	Standard: Diagnostic
Availability: <ul style="list-style-type: none"> Available – PO - 6 Under Development - PO - 6A - 6B beginning with Jan 01 data on the Feb 01 report 	Notes: <ol style="list-style-type: none"> Results currently reported for PO-6 for Jan 00 forward are based on the definition specified in the disaggregation reporting section. When PO – 6A & 6B are developed it is anticipated that PO - 6, reported as a percentage, will be retired.

PO-7 – Billing Completion Notification Timeliness

Purpose: To evaluate the timeliness with which electronic billing completion notifications are transmitted to CLECs, focusing on the percentage of orders for which notifications are transmitted (for CLECs) or posted in the billing system (for Qwest retail) within five business days.	
Description: <ul style="list-style-type: none"> This measurement includes all orders completed in the Qwest SOP, subject to exclusions shown below. Intervals used in this measurement are from the time an order is completed in the SOP to the time billing completion for the order is notified to the CLEC or, for Qwest results, to the time posted in the billing system. Intervals counted in the numerator of this measurement are those that are five business days or less. <ul style="list-style-type: none"> For CLEC results, the start time is when the completion of the order is posted in the Qwest SOP. The end time is when, confirming that the order has been posted in the CRIS billing system, the electronic billing completion notice is transmitted to the CLEC via the same ordering interface (IMA-GUI or IMA-EDI) as used to submit the LSR. For Qwest retail results, the start time is when the completion of the order is posted in the SOP. The end time is when the order is posted in the CRIS billing system. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: PO-7A and -7B: CLEC aggregate and individual CLEC results. PO-7C: Qwest retail results.	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> PO-7A Notices transmitted via IMA-GUI PO-7B Notices transmitted via IMA-EDI PO-7C Billing system posting completions for Qwest Retail
Formula: (Number of electronic billing completion notices in the reporting period transmitted within five business days of posting complete in the SOP) / (Total Number of service orders posted as completed in the SOP during the reporting period)	
Exclusions: <ul style="list-style-type: none"> Complex Resale orders. LSRs submitted manually. ASRs submitted via EXACT. LSRs for Local Number Portability 	
Product Reporting: Aggregate reporting for all products ordered through IMA-GUI and, separately, IMA-EDI (see disaggregation reporting).	Standard: TBD (pending completion of development) (Anticipated for PO-7A and -7B: Parity with PO-7C, if possible with the resulting measurement.)
Availability: <ul style="list-style-type: none"> Under Development - beginning with Jan 01 data on the Feb 01 report 	Notes:

PO-8 – Jeopardy Notice Interval

Purpose: Evaluates the timeliness of jeopardy notifications, focusing on how far in advance of original due dates jeopardy notifications are provided to CLECs (regardless of whether the due date was actually missed).	
Description: Measures the average time lapsed between the date the customer is first notified of an order jeopardy event and the original due date of the order. <ul style="list-style-type: none"> Includes all orders receiving jeopardy notifications in the reporting period. 	
Reporting Period: One month	Unit of Measure: Average Business days
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: $\left[\frac{\sum (\text{Date of the original due date of orders receiving jeopardy notification} - \text{Date of the first jeopardy notification})}{\text{Total orders receiving jeopardy notification}} \right]$	
Exclusions: Jeopardies done after the original due date is past.	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops and Number Portability C LIS Trunks D UNE-P (POTS) 	Standard: <ul style="list-style-type: none"> A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) services D Parity with Retail POTS
Availability: <ul style="list-style-type: none"> Available <ul style="list-style-type: none"> C - LIS Trunks and FGD Under Development <ul style="list-style-type: none"> A - Non-Designed Services – beginning with <u>Mar-Jul 00</u> data on the <u>Aug-00Nov 00</u> report B - Unbundled Loops and Number Portability – beginning with <u>Mar-Jul 00</u> data on the <u>Aug-00Nov 00</u> report D – UNE-P (POTS) - <u>beginning with Jul 00 data on the Nov 00 report</u> <p><u>?TBD</u></p>	Notes:

PO-9 – Timely Jeopardy Notices

Purpose: When original due dates are missed, measures the extent to which Qwest notifies customers in advance of jeopardized due dates.	
Description: Measures the percentage of late orders for which advance jeopardy notification is provided. <ul style="list-style-type: none"> Includes all orders having missed original due date. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. (This measure is reported by jeopardy notification process as used for the categories shown under Product Reporting.)
Formula: (Total missed due date orders receiving jeopardy notification in advance of original due date) / (Total number of missed due date orders) x 100	
Exclusions: <ul style="list-style-type: none"> Orders missed for customer reasons. Jeopardy notifications-after the original due date is past. 	
Product Reporting: <ul style="list-style-type: none"> A Non-Designed Services B Unbundled Loops and Number Portability C LIS Trunks (available) D UNE-P (POTS) 	Standard: <ul style="list-style-type: none"> A Parity with Retail POTS B Parity with Retail POTS C Parity with Feature Group D (FGD) Services D Parity with Retail POTS
Availability: <ul style="list-style-type: none"> Available <ul style="list-style-type: none"> C - LIS Trunks and FGD Under Development <ul style="list-style-type: none"> A - Non-Designed Services – beginning with Mar-Jul 00 data on the Aug-00Nov 00 report B - Unbundled Loops and Number Portability – beginning with Mar-Jul 00 data on the Aug-00Nov 00 report D – UNE-P (POTS) - TBD beginning with <u>Jul 00 data on the Nov 00 report</u> 	Notes:

PO-10 – LSR Accountability

Purpose: Evaluates the degree to which Qwest can account for all LSRs received electronically.	
Description: Measures the number of LSRs received via IMA-GUI and IMA-EDI interfaces that U S WEST has issued (confirmed) or accounted for in specific status categories, as a percentage of all LSRs received in the reporting period. <ul style="list-style-type: none"> Includes all LSRs that are received via the IMA-GUI and IMA-EDI interfaces, subject to exclusions specified below. Status categories accounted for include: <ul style="list-style-type: none"> Pending (i.e., assigned to a center representative for handling); Supplemented (i.e., subsequent version of request that has not been confirmed or rejected at time of reporting); Cancelled (by the CLEC prior to U S WEST returning confirmation to the CLEC); Rejected (i.e., rejection notice has been sent to the CLEC); Issued (i.e., the order has been processed and confirmation has been returned to the CLEC); Error (i.e., auto-logging error indicating a field value mismatch between the electronic interface and the Customer Request Management (CRM) system, at time of reporting, in parallel with the ordering processing in a manner that does not impede timeliness); Project (i.e., routed to project management for handling); 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate results	Disaggregation Reporting: Region-wide level.
Formula: (Count of all LSRs issued or in status categories specified above) / (Total number of LSRs received in reporting period) x 100 ^{NOTE 1}	
Exclusions: <ul style="list-style-type: none"> Front-end rejects (e.g., 997notifications) that would not be eligible for confirmation or rejection 	
Product Reporting: None	Standard: Diagnostic ^{NOTE 2}
Availability: <u>Available</u> ? Under Development -- Beginning with Aug 00 data in the Sep 00 report	Notes: This is a draft proposal for consideration in the AZ OSS Test as a temporary measurement. 1. Results that nominally exceed 100 percent may be due to timing differences in obtaining the quantities for the status categories (numerator) and for the total LSRs received (denominator). It is also possible for results to nominally fall short of 100 percent for the same reason. 2. Because Qwest has a mechanized auto-logging process for tracking LSRs, Qwest believes the AZ TAG will determine this measurement to be unnecessary after being audited in the AZ Test. Accordingly, Qwest may approach the TAG to withdraw this measurement after the Test, after reporting multiple consecutive months demonstrating that Qwest adequately tracks and accounts for LSRs.

Ordering and Provisioning

OP-2 – Calls Answered within Twenty Seconds – Interconnect Provisioning Center

Purpose: Evaluates the timeliness of CLEC access to Qwest's interconnection provisioning center(s) and retail customer access to the Business Office, focusing on the extent calls are answered within 20 seconds	
Description: Measures the percentage of (Interconnection Provisioning Center or Retail Business Office) calls that are answered by an agent within 20 seconds of the first ring. <ul style="list-style-type: none"> • Includes all calls to the Interconnect Provisioning Center/Retail Business Office during the reporting period, subject to exclusions specified below. • Abandoned calls are counted as missed. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the Qwest agent. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail results	Disaggregation Reporting: Region-wide level.
Formula: $[(\text{Total Calls Answered by Center within 20 seconds}) / (\text{Total Calls received by Center})] \times 100$ <p><u>Explanation:</u> Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.</p>	
Exclusions: Time spent in the VRU Voice Response Unit is not counted.	
Product Reporting: Not applicable	Standard: Parity
Availability: Available	Notes:

OP-3 – Installation Commitments Met

Purpose: Evaluates the extent to which Qwest installs services for Customers by the scheduled due date.	
Description: Measures the percentage of orders for which the scheduled due date is met. <ul style="list-style-type: none"> All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. These include orders with customer-requested due dates longer than the standard interval. Completion date on or before original due date is counted as a met due date. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be reported according to orders involving: <ul style="list-style-type: none"> OP-3A Dispatches within MSAs; OP-3B Dispatches outside MSAs; and OP-3C No dispatches. Results for products/services listed in Product Reporting under “<u>DensityZone</u> -type Disaggregation” will be disaggregated according to installations: <ul style="list-style-type: none"> OP-3D In <u>High-DensityZone 1</u> areas; and OP-3E In <u>Low-DensityZone 2</u> areas.
Formula: $[(\text{Total Orders completed on } \text{or before the } \text{Original Due Date}) / (\text{Total Orders Completed})] \times 100$	
Explanation: The percent commitments met is obtained by dividing the total number of service orders completed on <u>or before</u> the original due date by the total number of service orders completed during the measurement period.	
Exclusions: <ul style="list-style-type: none"> Disconnect, From (another form of disconnect) and Record order types. Due dates missed for standard categories of customer reasons. Standard categories of customer reasons are: previous service at the location did not have a customer-requested disconnect order issued, no access to customer premises, or customer requested a later due date when the technician arrived to do the work. 	

OP – 3 Installation Commitments Met (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
DensityZone -Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
<u>Dark Fiber – IOF</u>	<u>Diagnostic</u>
• Unbundled Loops:	
Analog Loop	90%
Non-loaded Loop (2-wire)	90%
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	90%
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
<u>Dark Fiber – Loop</u>	<u>Diagnostic</u>
• E911/911 Trunks	Parity with retail E911/911 Trunks
• <u>Enhanced Extended Links (EELs)</u>	<u>Diagnostic</u>
Availability:	Notes:
• Available: Performance results and statistical parameters (except as noted below)	<u>1. Until the Nov 00 (Jan-Oct) Report Resale Megabit will be reported under MSA type disaggregation for a number of orders and under Zone-type disaggregation for the remainder. Beginning on the Nov 00 report all Resale Megabit will be reported under MSA type disaggregation.</u>
• Under Development:	
– <u>Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹</u>	
2 Retail comparable for unbundled loop, and UDITs – beginning with Jun 00 data on the Sep 00 report.	
– Retail comparable for UNE-P (POTS) – beginning with <u>Aug-Jan</u> 00 data on the <u>Sep-Oct</u> 00 report	
– Statistical parameters for comparison of	

OP – 3 Installation Commitments Met (continued)

<p>unbundled loop results with specified retail comparative – beginning with Jun-Aug 00 data on the Sep 00 report</p> <p>– Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD</p>	
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OP-4 – Installation Interval

Purpose: Evaluates the timeliness of Qwest's installation of services for customers, focusing on the average time to install service.	
Description: Measures the average interval (in business days) ¹ between the application date and the completion date for service orders accepted and implemented. <ul style="list-style-type: none"> All inward orders (Change, New, and Transfer order types) assigned a due date by Qwest and which are completed/closed during the reporting period are measured, subject to exclusions specified below. Intervals for each measured event are counted in whole days: the application date is day zero (0); the day following the application date is day one (1). 	
Reporting Period: One month Unit of Measure: Average Business Days	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under "MSA-Type Disaggregation" will be reported according to orders involving: <ul style="list-style-type: none"> OP-4A Dispatches within MSAs; OP-4B Dispatches outside MSAs; and OP-4C No dispatches. Results for products/services listed in Product Reporting under "<u>DensityZone</u> - type Disaggregation" will be disaggregated according to installations: <ul style="list-style-type: none"> OP-4D In <u>High-DensityZone 1</u> areas; and OP-4E In <u>Low-DensityZone 2</u> areas.
Formula: $\Sigma[(\text{Order Completion Date}) - (\text{Order Application Date})] / \text{Total Number of Orders Completed}$	
Explanation: The average installation interval is derived by dividing the sum of installation intervals for all orders (in business days) ¹ by total number of service orders completed in the reporting period.	
Exclusions: <ul style="list-style-type: none"> Orders with customer requested due dates greater than the current standard interval. (This exclusion does <u>not</u> apply to LIS trunks, ISDN-capable unbundled loops, and products reported under "MSA-Type Disaggregation," for which orders for all requested intervals are included.) Orders with intervals lengthened due to customer-caused delays. Disconnect, From (another form of disconnect) and Record order types. 	

OP-4 – Installation Interval (continued)

Product Reporting:	Standards:
<u>MSA-Type Disaggregation -</u>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
<u>DensityZone -Type Disaggregation -</u>	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks separately reported
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Lines above DS1 level
<u>Dark Fiber – IOF</u>	<u>Diagnostic</u>
• Unbundled Loops:	
Analog Loop	<u>High DensityZone 1</u> – 6 days <u>Low DensityZone 2</u> – 7 days
Non-loaded Loop (2-wire)	<u>High DensityZone 1</u> – 6 days <u>Low DensityZone 2</u> – 7 days
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	<u>High DensityZone 1</u> – 6 days <u>Low DensityZone 2</u> – 7 days
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
<u>Dark Fiber – Loop</u>	<u>Diagnostic</u>
• E911/911 Trunks	Parity with retail E911/911 Trunks
• <u>Enhanced Extended Links (EELs)</u>	<u>Diagnostic</u>
Availability:	Notes:
• Available: Performance results and statistical parameters (except as noted below)	1. <u>Saturday is counted as a business day when the service order is completed on Saturday.</u>
• Under Development:	2. <u>Until the Nov 00 (Jan-Oct) Report Resale Megabit will be reported under MSA type disaggregation for a number of orders and under Zone-type disaggregation for the remainder. Beginning on the Nov 00 report all Resale Megabit will be reported under MSA type disaggregation</u>
– <u>Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report²</u>	
– Retail comparable for unbundled loop, and UDIT – beginning with <u>Jun-Aug 00</u> data on the Sep 00 report.	
– Retail comparable for UNE-P (POTS) –	

OP-4 – Installation Interval (continued)

<p>beginning with Aug-Jan 00 data on the Sep-Oct 00 report</p> <ul style="list-style-type: none">– Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun <u>Aug</u> 00 data on the Sep 00 report <p>? Removal of exclusion for customer requested due dates > than standard from ISDN-capable unbundled loops – beginning with Aug 00 data on the Sep 00 report</p> <ul style="list-style-type: none">– <u>Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber - TBD</u>	
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OP-5 – New Service Installation Quality

Purpose:

Evaluates quality of ordering and installation of services, focusing on (A) the average monthly extent that new order installations were free of trouble reports for thirty (30) calendar days following installation and (B) The percentage of new service installations that experienced a trouble report during the period from the installation date to the date the order is posted complete.

Description:

OP-5A Measures the monthly average percentage of new installations that are free of trouble reports within 30 calendar days of initial installation.

- New installation orders used in calculating this performance indicator (appearing in the numerator and the denominator of the OP-5A formula shown below) are all inward orders for the current and previous reporting periods, including Change (C-type) orders for additional lines.
- All trouble reports (for both out-of-service and service-affecting conditions) closed within the reporting period, which were received within thirty (30) days of the original installation of service, are measured (for use in the numerator of the formula shown below), subject to exclusions shown below.

OP-5B Measures the monthly average percentage of trouble reports reported by the CLEC on or after the day the order is installed and prior to the completion of the order in Qwest's service order processor.

- New installation orders used in calculating this performance indicator (appearing in the denominator of the OP-5B formula shown below) are all inward orders for the current reporting period, including change (C-type) orders for additional lines.
- Includes both out of service and service affecting trouble reports, subject to exclusions shown below.

Reporting Period: One month (for trouble reports); Average of prior and current reporting month (for new installation activity) in OP-5A); Current reporting month (for new installation activity in OP-5B)..

Unit of Measure: Percent of recently-completed orders

Reporting

Comparisons:

CLEC aggregate, individual CLEC and Qwest Retail results

Disaggregation Reporting:

Statewide level.

- Results for products/services listed under Product Reporting under "MSA-type Disaggregation" will be reported for OP-5A and OP-5B according to orders involving:
 - 1 Dispatches within MSAs;
 - 2 Dispatches outside MSAs; and
 - 3 No dispatches.
- Results for products/services listed in Product Reporting under "~~DensityZone~~-type Disaggregation" will be disaggregated according to installations:
 - 4 In ~~High DensityZone 1~~ areas; and
 - 5 In ~~Low DensityZone 2~~ areas.

Formula:

OP-5A = $\left[\frac{((\text{Number of New Installation Orders completed in the [prior + current months]}/2) - (\text{Total Number of New Installation-related Trouble Reports received within 30 Calendar Days of Order Completion}))}{(\text{Number of New Installation Orders completed in the [prior + current months]}/2)} \right] \times 100$

OP-5B = $\left[\frac{(\text{Count of troubles reported by CLEC on or after the day of installation and prior to the order being posted as complete})}{(\text{Number of New Installation Orders completed in the current reporting period})} \right] \times 100$

Exclusions:

- Trouble reports found to be related to customer equipment, customer education (instruction on how to use product or service), and inside wire.
- Subsequent trouble reports for the same trouble before it is closed.
- Information tickets generated for internal Qwest system/network monitoring purposes.
- For OP-5A reports of troubles received on day of installation before provisioning order is closed as complete.

OP-5 – New Service Installation Quality (Continued)

<ul style="list-style-type: none"> For OP-5B: Trouble Reports for which Qwest has no record of a pending order. 		
Product Reporting:	Standards:	
MSA-Type Disaggregation -	OP-5A	OP-5B
<ul style="list-style-type: none"> Resale 		Diagnostic
Residential single line service	Parity with retail service	
Business single line service	Parity with retail service	
Centrex	Parity with retail service	
Centrex 21	Parity with retail service	
PBX Trunks	Parity with retail service	
Basic ISDN	Parity with retail service	
Megabit	Parity with retail service	
<ul style="list-style-type: none"> Unbundled Network Element – Platform (UNE-P) (POTS) 	Parity with like retail service	
<ul style="list-style-type: none"> <u>Shared Loop/Line Sharing</u> 	<u>Diagnostic</u>	
<ul style="list-style-type: none"> <u>Sub-Loop Unbundling</u> 	<u>Diagnostic</u>	
<u>DensityZone -Type Disaggregation-</u>		
<ul style="list-style-type: none"> Resale 		
Primary ISDN	Parity with retail service	
DS0	Parity with retail service	
DS1	Parity with retail service	
DS3 and higher bit-rate services (aggregate)	Parity with retail service	
Frame Relay	Parity with retail service	
<ul style="list-style-type: none"> LIS Trunks 	Parity with Qwest Interoffice Trunks (separately reported)	
<ul style="list-style-type: none"> Unbundled Dedicated Interoffice Transport (UDIT) 		
UDIT – DS1 level	Parity with retail DS1 Private Lines	
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level	
<u>2-Dark Fiber – IOF</u>	<u>Diagnostic</u>	
<ul style="list-style-type: none"> Unbundled Loops: 		
Analog Loop	Parity with retail Res and Bus POTS with dispatch	
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI	
Non-loaded Loop (4-wire)	Parity with retail DS1	
DS1-capable Loop	Parity with retail DS1	
ISDN-capable Loop	Parity with retail ISDN BRI	
ADSL-qualified Loop	Parity with retail MegaBit with dispatch	
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)	
<u>2-Dark Fiber – Loop</u>	<u>Diagnostic</u>	
<ul style="list-style-type: none"> E911/911 Trunks 	Parity with retail E911/911 Trunks	
<ul style="list-style-type: none"> <u>Enhanced Extended Links (EELs)</u> 	<u>Diagnostic</u>	
Availability: <ul style="list-style-type: none"> Available: OP-5A (except as noted below)* Under Development: <ul style="list-style-type: none"> <u>OP-5A – Resale Megabit and retail comparable – beginning with Jan 00 data on the Nov 00 report</u> <u>OP-5A – Retail comparable for LIS Trunk</u> 	Notes: <ol style="list-style-type: none"> <u>In developing OP-5A for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Nov 30, 2000.</u> 	

OP-5 – New Service Installation Quality (Continued)

<p><u>- TBD</u>¹</p> <ul style="list-style-type: none"> - OP-5A - Retail comparable for unbundled loop and UDITS – beginning with <u>Jun-Sep</u> 00 data on the <u>Sep-Oct</u> 00 report - <u>OP-5A</u> - Retail comparable for UNE-P (POTS) – beginning with <u>Aug-Jan</u> 00 data on the <u>Sep-Oct</u> 00 report - OP-5B – beginning with Sep 00 data on the Oct 00 report - Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with <u>Jun-Aug</u> 00 data on the Sep 00 report. 2 OP-5A – Unbundled Loop – Analog – beginning with Jun 00 data on the Sep 00 report - Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD <p>*MSA- and <u>densityZone</u> -type disaggregations beginning with <u>Aug-Oct</u> 00 data on the <u>Sep-Nov</u> 00 report</p>	
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OP-6 – Delayed Days

Purpose: Evaluates the extent Qwest is late in installing services for customers, focusing on the average number of days that late orders are completed beyond the committed due date.	
Description: OP-6A – Measures the average number of business days ¹ that service is delayed beyond the original due date provided to the customer for non-facility reasons attributed to Qwest. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by Qwest, are measured, subject to exclusions specified below. OP-6B – Measures the average number of business days ¹ that service is delayed beyond the original due date provided to the customer for facility reasons attributed to Qwest. All inward orders (Change, New, and Transfer order types) that are completed/closed during the reporting period, but later than the original due date assigned by Qwest due to facility reasons, are measured, subject to exclusions specified below.	
Reporting Period: One month	Unit of Measure: Average Business Days
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for products/services listed under Product Reporting under “MSA-type Disaggregation” will be reported for OP-6A and OP-6B according to orders involving: <ol style="list-style-type: none"> 1. Dispatches within MSAs; 2. Dispatches outside MSAs; and 3. No dispatches. Results for products/services listed in Product Reporting under “DensityZone - type Disaggregation” will be disaggregated according to installations: <ol style="list-style-type: none"> 4. In High-DensityZone 1 areas; and 5. In Low-DensityZone 2 areas.
Formula: OP-6A = $\sum[(\text{Actual Completion Date of late order for non-facility reasons}) - (\text{Original Due Date of late order})] / (\text{Total Number of Late Orders for non-facility reasons})$ OP-6B = $\sum[(\text{Actual Completion Date of late order for facility reasons}) - (\text{Original Due Date of late order})] / (\text{Total Number of Late Orders for facility reasons})$	
Exclusions: Orders delayed due to Customer reasons are excluded.	

OP-6 – Delayed Days (continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale –	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
DensityZone -Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (separately reported)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line- Service
UDIT – Above DS1 level	Parity with retail Private Line- Services above DS1 level
• <u>Dark fiber – IOF</u>	<u>Diagnostic</u>
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS with dispatch
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit, with dispatch
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
• <u>Dark Fiber – Loop</u>	<u>Diagnostic</u>
• E911/911 Trunks	Parity with retail E911/911 Trunks
• <u>Enhanced Extended Links (EELs)</u>	<u>Diagnostic</u>
Availability:	Notes:
• Available: Performance results and statistical parameters (except as noted below)	1. <u>Saturday is counted as a business day when the service order is completed on Saturday.</u>
• Under Development:	2. <u>Until the Nov 00 (Jan-Oct) Report Resale Megabit will be reported under MSA type disaggregation for a number of orders and under Zone-type disaggregation for the remainder. Beginning on the Nov 00 report all Resale Megabit will be reported under MSA type disaggregation.</u>
– <u>Resale Megabit combined under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report</u>	
– Retail comparable for unbundled loop – and UDIT beginning with <u>Jun-Sep 00</u> data on the <u>SepOct 00</u> report	
– Retail comparable for UNE-P (POTS) – beginning with <u>Aug-Jan 00</u> data on the <u>Sep</u>	

OP-6 – Delayed Days (continued)

<p><u>Oct</u> 00 report</p> <p>— Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with <u>Jun-Aug</u> 00 data on the Sep 00 report</p> <p>— <u>Shared Loop/Line Sharing, Sub-loop unbundling, EELs, Dark Fiber – TBD</u></p>	
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OP-7 – Coordinated “Hot Cut” Interval – Unbundled Loop

Purpose: Evaluates the duration of completing coordinated “hot cuts” of unbundled loops, focusing on the time actually involved in disconnecting the loop from the Qwest network and connecting/testing the loop.	
Description: Measures the average time to complete coordinated “hot cuts” for unbundled loops, based on intervals beginning with the “lift” time and ending with the completion time of Qwest's applicable tests for the loop. <ul style="list-style-type: none"> Includes all coordinated hot cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below. “Hot cut” refers to moving the service of existing customers from Qwest's switch/frames to the CLEC's equipment, via unbundled loops, that will serve the customers. “Lift” time is defined as when Qwest disconnects the existing loop. “Completion time” is defined as when Qwest completes the applicable tests after connecting the loop to the CLEC. 	
Reporting Period: One month	Unit of Measure: Minutes and seconds
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level.
Formula: $\frac{\sum[\text{Completion time} - \text{Lift time}]}{(\text{Total Number of unbundled loops with coordinated cutovers completed in the reporting period})}$	
Exclusions: Time intervals during the cutover process associated with CLEC-caused delays.	
Product Reporting: Coordinated Unbundled Loops – Reported separately for: <ul style="list-style-type: none"> Analog Loops All other Loop Types 	Standard: Diagnostic in light of OP-13 (Coordinated Cuts On Time)
Availability: Available	Notes:

OP-8 – Number Portability Timeliness

Purpose: Evaluates the timeliness of cutovers of local number portability (LNP).	
Description: OP-8B – LNP Timeliness with Loop Coordination (<u>percent</u>): Measures the percentage of coordinated LNP triggers set prior to the scheduled start time for the loop. <ul style="list-style-type: none"> All orders for LNP coordinated with unbundled loops that are completed/closed during the reporting period are measured, subject to exclusions specified below. OP-8C – LNP Timeliness without Loop Coordination (<u>percent</u>): Measures the percentage of LNP triggers set prior to the Frame Due Time or scheduled start time for the LNP cutover as applicable. <ul style="list-style-type: none"> All orders for LNP for which coordination with a loop was not requested, that are completed/closed during the reporting period are measured (including coordinated standalone LNP and non-coordinated standalone LNP), subject to exclusions specified below. For purposes of these measurements (OP-8B and -8C), “trigger” refers to the “10-digit unconditional trigger” or Line Side Attribute (LSA) that is set or translated by Qwest. “Scheduled start time” is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time. In the case of LNP cutovers coordinated with loops, the scheduled time used in this measurement will be no later than the “lay” time for the loop. 	
Reporting Period: One month	Unit of Measure: Percent of triggers set on time
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level.
Formula: OP-8B = [(Number of LNP triggers set before the scheduled time for the coordinated loop cutover) / (Total Number of LNP activations coordinated with unbundled loops completed)] x 100 OP-8C = [(Number of LNP triggers set before the Frame Due Time or Scheduled Start Time) / (Total Number of LNP activations without loop cutovers completed)] x 100	
Exclusions: CLEC-caused delays in trigger setting.	
Product Reporting: None	Standard: 95%
Availability: Available	Notes:

OP-13 – Coordinated Cuts On Time – Unbundled Loop

Purpose:

Evaluates the percentage of coordinated cuts of unbundled loops that are completed on time, focusing on cuts completed within one hour of the committed order due time and the percent that were started without CLEC approval.

Description:

- Includes all LSRs for coordinated cuts of unbundled loops that are completed/closed during the reporting period, subject to exclusions specified below.
- OP-13A – Measures the percentage of LSRs (CLEC orders) for all coordinated cuts of unbundled loops that are started and completed on time. For coordinated loop cuts to be counted as “on time” in this measurement, the CLEC must agree to the start time, and Qwest must (1) receive verbal CLEC approval before starting the cut, (2) complete the physical work and appropriate tests, (3) complete the Qwest portion of any associated LNP orders and (4) call the CLEC with completion information, all within one hour of the committed order due time.
- OP-13B – Measures the percentage of all LSRs for coordinated cuts of unbundled loops that are actually started without CLEC approval.
- The “actual start” time is defined as the time Qwest ~~“lifts” the loop.~~ acquires CLEC approval to begin the Coordinated Cut.
- “Scheduled start time” is defined as the confirmed appointment time (as stated on the FOC), or a newly negotiated time.
- The “committed order due time” is based on the number and type of loops involved in the cut and is calculated by adding the applicable time interval from the following list to the scheduled start time:
 - Analog unbundled loops:
 - 1 to 16 lines: 1 Hour
 - 17 to 24 lines: 2 Hours
 - 25+ lines: Project*
 - All other unbundled loops:
 - 1 to 5 lines: 1 Hour
 - 6 to 8 lines: 2 Hours
 - 9 to 11 lines: 3 Hours
 - 12 to 24 lines: 4 Hours
 - 25+ lines: Project*

*For Projects, the committed order due times, scheduled due dates, and appointment times will be negotiated between CLEC and Qwest.
- “Actual end time” is defined as when Qwest notifies the CLEC that the Qwest physical work and the appropriate tests have been successfully accomplished, including the Qwest portion of any coordinated LNP orders.

Reporting Period: One month

Unit of Measure: Percent

Reporting Comparisons: CLEC aggregate and individual CLEC results

Disaggregation Reporting: Statewide level.
Results for this measurement will be reported according to:
OP-13A Cuts Completed On Time
OP-13B Cuts Started Without CLEC Approval

OP-13 – Coordinated Cuts On Time – Unbundled Loop (continued)

Formula:

- OP-13A = (Count of LSRs for Coordinated Unbundled Loop cuts completed “On Time”) / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100
- OP-13B = (Count of LSRs for Coordinated Unbundled Loop cuts whose actual start time occurs without CLEC approval) / (Total Number of LSRs for Coordinated Unbundled Loop Cuts completed in the reporting period) x 100

Exclusions:

Applicable to OP-13A:

- Time intervals during the cutover process associated with CLEC-caused delays;
- CLEC not ready by 30 minutes after the Appointment Time.
- Loop cuts that involve CLEC-requested non-standard methodologies, processes, or timelines.

Applicable to OP-13A & B:

- Projects involving 25 or more lines.

Product Reporting: Coordinated Unbundled Loops – Reported separately for:

- Analog Loops
- All Other Loops

Standard:

OP-13A: 90 Percent or more
OP-13B: Diagnostic

Availability:

Available

Notes:

Maintenance and Repair

MR-2 – Calls Answered within 20 Seconds – Interconnect Repair Center

Purpose: Evaluates Customer access to Qwest's Interconnection and/or Retail Repair Center(s), focusing on the number of calls answered within 20 seconds.	
Description: Measures the percentage of Interconnection and/or Retail Repair Center calls answered within 20 seconds of the first ring. <ul style="list-style-type: none"> • Includes all calls to the Interconnect Repair Center during the reporting period, subject to exclusions specified below. • First ring is defined as when the customer's call is first placed in queue by the ACD (Automatic Call Distributor). • Answer is defined as when the call is first picked up by the Qwest agent. • An abandoned call is counted as not answered within 20 seconds. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate and Qwest Retail levels.	Disaggregation Reporting: Region-wide level.
Formula: $[(\text{Total Calls Answered by Center within 20 seconds}) / (\text{Total Calls received by Center})] \times 100$ <p><u>Explanation:</u> Percentage is derived from total number of calls answered within 20 seconds divided by total number of calls received.</p>	
Exclusions: Time spent in the VRU (Voice Response Unit) is not counted.	
Product Reporting: None	Standard: Parity
Availability: Available	Notes:

MR-3 – Out of Service Cleared within 24 Hours

Purpose: Evaluates timeliness of repair for specified services, focusing on cases where the out-of-service cases were closed within the standard estimate for specified services (i.e., 24 hours for out-of-service conditions).	
Description: Measures the percentage of out of service trouble reports, involving specified services, that are cleared within 24 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none"> Includes all trouble reports, closed during the reporting period, which involve a specified service that is out-of-service (i.e., unable to place or receive calls), subject to exclusions specified below. Time measured is from date and time of receipt to date and time trouble is indicated as cleared. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-3A Dispatches within MSAs; MR-3B Dispatches outside MSAs; and MR-3C No dispatches. Results for products/services listed in Product Reporting under “<u>DensityZone</u> -type Disaggregation” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-3D In <u>High-DensityZone 1</u> areas; and MR-3E In <u>Low-DensityZone 2</u> areas.
Formula: $\frac{\text{(Number of Out of Service Trouble Reports Closed within 24 hours)}}{\text{(Total Number of Out of Service Trouble Reports Received)}} \times 100$	
Explanation: Percentage is obtained by dividing the total number of OOS reports closed within 24 hours by the total number of OOS reports received during the measurement period.	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface(12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); For products measured from WFA (Workforce Administration) data (products listed for <u>DensityZone</u> -type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Time delays due to “no access” are excluded from repair time for products/services listed in Product Reporting under “<u>DensityZone</u> -type Disaggregation”. For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a “no access” delay. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-3 – Out of Service Cleared within 24 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
DensityZone -Type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
Availability: Available – Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – <u>Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹</u> – 2 Retail comparable for unbundled loop and UDITS – beginning with Jun 00 data on the Sep 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative – beginning with Jun <u>Aug</u> 00 data on the Sep 00 report – UNE-P (POTS) beginning with Aug 00 data on the Nov<u>Sep</u> 00 report – Exclusion of trouble reports involving a "no access" delay for products measured from MTAS data (products listed for MSA-type disaggregation) beginning with Jul-Jan 00 data on the Aug-Nov 00 report – <u>Shared Loop/Line Sharing and Sub-loop unbundling - TBD</u> 	Notes: <u>1. Until the Nov 00 (Jan-Oct) Report Resale Megabit will be reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.</u>

MR-4 – All Troubles Cleared within 48 hours

Purpose: Evaluates timeliness of repair for specified services, focusing on trouble cases of all types (both out of service and service affecting) and on the number of such cases closed within the standard estimate for specified services (i.e., 48 hours for service-affecting conditions).	
Description: Measures the percentage of trouble reports, for specified services, that are cleared within 48 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none"> Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below. Time measured is from date and time of receipt to date and time trouble is indicated as cleared. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-4A Dispatches within MSAs; MR-4B Dispatches outside MSAs; and MR-4C No dispatches. Results for products/services listed in Product Reporting under “<u>DensityZone</u> -type Disaggregation” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-4D In <u>High-DensityZone 1</u> areas; and MR-4E In <u>Low-DensityZone 2</u> areas
Formula: $\left[\frac{\text{Total Maintenance Reports Completed within 48 hours}}{\text{Total Maintenance Reports Closed}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); For products measured from WFA (Workforce Administration) data (products listed for <u>DensityZone</u> -type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Time delays due to “no access” are excluded from repair time for products/services listed in Product Reporting under “<u>DensityZone</u> -type Disaggregation”. For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a “no access” delay. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-4 – All Troubles Cleared within 48 Hours (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with appropriate retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
DensityZone -Type Disaggregation -	
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2 wire)	Parity with retail ISDN-BRI
ISDN-capable Loop	Parity with retail ISDN-BRI
ADSL-qualified Loop	Parity with retail MegaBit
Availability: Available – Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – <u>Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report¹</u> – ? Retail comparable for unbundled loop – beginning with Jun 00 data on the Sep 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative – beginning with Jun <u>Aug</u> 00 data on the Sep 00 report – Exclusion of trouble reports involving a "no access" delay for products measured from MTAS data (products listed for MSA-type disaggregation) beginning with Jul-Jan <u>Aug-Nov</u> 00 data on the Aug-Nov 00 report – UNE-P (POTS) beginning with Aug 00 data on the Nov-Sep 00 report – <u>Shared Loop/Line Sharing and Sub-loop unbundling - TBD</u> 	Notes: <u>1. Until the Nov 00 (Jan-Oct) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.</u>

MR-5 – All Troubles Cleared within 4 hours

Purpose: Evaluates timeliness of repair for specified services, focusing on all trouble cases of all types (including out of service and service affecting troubles) and on the number of such cases closed within the standard estimate for specified services (i.e., 4 hours).	
Description: Measures the percentage of trouble reports for specified services that are cleared within 4 hours of receipt of trouble reports from CLECs or from retail customers. <ul style="list-style-type: none"> Includes all trouble reports, closed during the reporting period, which involve a specified service, subject to exclusions specified below. Time measured is from date and time of receipt to date and time trouble is cleared. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. Results for listed products will be disaggregated according to trouble reports: <ul style="list-style-type: none"> MR-5A In <u>High-DensityZone 1</u> areas; and MR-5B In <u>Low-DensityZone 2</u> areas.
Formula: $[(\text{Number of Trouble Reports Closed within 4 hours}) / (\text{Total Trouble Reports Received})] \times 100$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured using WFA (Workforce Administration) data (products listed for <u>DensityZone</u> -type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Time delays due to "no access" are excluded from repair time. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-5 – All Troubles Cleared within 4 hours (continued)

Product Reporting:	Standards:
<u>DensityZone -Type Disaggregation -</u>	
• Resale:	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with DS1 Private Line Service
UDIT – Above DS1 level	Parity with Private Line- Services above DS1 level
• Unbundled Loops:	
Non-loaded Loop (4-wire)	Parity with retail DS1
DS1-capable Loop	Parity with retail DS1
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
• E911/911 Trunks	Parity with retail E911/911 Trunks
• <u>Enhanced Extended Links (EELs)</u>	<u>Diagnostic</u>
Availability: Available — Performance results and statistical parameters (except as noted below) • Under Development: – Retail comparable for unbundled loop, LIS Trunks¹, and UDITS — beginning with Jun 00 data on the Sep 00 report 2 High/low density disaggregation for Qwest Interoffice Trunks — Aug data on the Sep 00 report 2 Qwest E911 Trunks — beginning with May 00 data on the Aug 00 report – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun-Aug 00 data on the Sep 00 report – <u>EELs - TBD</u>	Notes: 1. <u>In developing MR-5 for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Nov 30, 2000.</u>

MR-6 – Mean Time to Restore

Purpose: Evaluates timeliness of repair, focusing how long it takes to restore services to proper operation.	
Description: Measures the time actually taken to resolve requests for repair. <ul style="list-style-type: none"> Includes all trouble reports closed during the reporting period, subject to exclusions specified below. Includes customer direct reports, customer-relayed reports, and test assist reports. 	
Reporting Period: One month Unit of Measure: Hours and Minutes	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be reported according to trouble reports involving: <ul style="list-style-type: none"> MR-6A Dispatches within MSAs; MR-6B Dispatches outside MSAs; and MR-6C No dispatches. Results for products/services listed in Product Reporting under “DensityZone - type Disaggregation” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-6D In High-DensityZone 1 areas; and MR-6E In Low-DensityZone 2 areas.
Formula: $\Sigma[(\text{Date \& Time Repair Ticket Closed}) - (\text{Date \& Time of Repair Report})] / (\text{Total number of repair reports})$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); For products measured from WFA (Workforce Administration) data (products listed for DensityZone -type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Time delays due to “no access” are excluded from repair time for products/services listed in Product Reporting under “DensityZone -type Disaggregation”. For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports involving a “no access” delay. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-6 – Mean Time to Restore (Continued)

Product Reporting:	Standards:
MSA-Type Disaggregation -	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
DensityZone -Type Disaggregation -	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
<u>Dark Fiber – IOF</u>	<u>Diagnostic</u>
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
<u>Dark Fiber - Loop</u>	<u>Diagnostic</u>
• E911/911 Trunks	Parity with retail E911/911 Trunks
• <u>Enhanced Extended Links (EELs)</u>	<u>Diagnostic</u>
Availability: Available - Performance results and statistical parameters (except as noted below) • Under Development: <ul style="list-style-type: none"> – <u>Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report</u>¹ – <u>Retail Comparable for LIS Trunks</u>² <u>? Retail comparable for unbundled loop, and UDIT – beginning with Jun 00 data on the Sep 00 report</u> 	Notes: <ol style="list-style-type: none"> <u>1. Until the Nov 00 (Jan-Oct) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.</u> <u>2. In developing MR-6 for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Nov 30, 2000.</u>

MR-6 – Mean Time to Restore (Continued)

<p>? High/low density disaggregation for Qwest Interoffice Trunks – Aug data on the Sept report</p> <p>? Qwest E911 Trunks – beginning with May 00 data on the Aug 00 report</p> <ul style="list-style-type: none">– Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun <u>Aug</u> 00 data on the Sep 00 report– UNE-P (POTS) – beginning with Aug 00 data on the NovSep 00 report– <u>Exclusion of trouble reports involving a "no access" delay for products measured from MTAS data (products listed for MSA-type disaggregation) beginning with Jul-Jan 00 data on the Aug-Nov 00 report</u>– <u>Shared Loop/Line Sharing, Sub-loop unbundling, EELs and Dark Fiber – TBD</u>	
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MR-7 – Repair Repeat Report Rate

Purpose: Evaluates the accuracy of repair actions, focusing on the number of repeated trouble reports received for the same trouble within a specified period (30 calendar days).	
Description: Measures the percentage of repair reports that are repeated within 30 days. <ul style="list-style-type: none"> Includes all trouble reports closed during the reporting period that are received within thirty (30) days of the previous trouble report for the same service (regardless of whether the report is about the same type of trouble for that service), subject to exclusions specified below. Includes reports due to Qwest network or system causes, customer-direct and customer-relayed reports. The period measured is from date and time of last report completed to date and time of next report. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. <ul style="list-style-type: none"> Results for product/services listed in Product Reporting under “MSA-Type Disaggregation” will be reported according to trouble reports involving: <ul style="list-style-type: none"> MR-7A Dispatches within MSAs; MR-7B Dispatches outside MSAs; and MR-7C No dispatches. Results for products/services listed in Product Reporting under “<u>DensityZone</u> - type Disaggregation” will be disaggregated according to trouble reports involving: <ul style="list-style-type: none"> MR-7D In <u>High-DensityZone 1</u> areas; and MR-7E In <u>Low-DensityZone 2</u> areas.
Formula: $\left(\frac{\text{Total repeated repair reports occurring within 30 calendar days of initial trouble report}}{\text{Total number of Trouble Reports in the reporting period}} \right) \times 100$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data (products listed for MSA-type disaggregation), trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); For products measured from WFA (Workforce Administration) data (products listed for <u>DensityZone</u> -type disaggregation) trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-7 – Repair Repeat Report Rate (Continued)

Product Reporting:	Standards:
<u>MSA-Type Disaggregation -</u>	
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with retail service
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• Shared Loop/Line Sharing	Diagnostic
• Sub-Loop Unbundling	Diagnostic
<u>DensityZone -Type Disaggregation -</u>	
• Resale	
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
Dark Fiber – IOF	Diagnostic
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate Private Line services (aggregate)
Dark Fiber – Loop	Diagnostic
• E911/911 Trunks	Parity with retail E911/911 Trunks
• Enhanced Extended Links (EELs)	Diagnostic

MR-7 – Repair Repeat Report Rate (Continued)

<p>Availability:</p> <p>Available – Performance results and statistical parameters (except as noted below)</p> <ul style="list-style-type: none"> Under Development: <ul style="list-style-type: none"> – <u>Resale Megabit under MSA type disaggregation – beginning with Jan 00 data on the Nov 00 report</u>¹ – <u>Retail comparable for LIS Trunks</u>² ? Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report – High/low density disaggregation for Qwest Interoffice Trunks – Aug data on the Sept report ? Qwest E911 Trunks – beginning with May 00 data on the Aug 00 report – <u>UNE-P (POTS) – beginning with Aug 00 data on the Nov00 report</u> – Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with Jun <u>Aug</u> 00 data on the Sep 00 report – <u>Shared Loop/Line Sharing, Sub-loop unbundling, EELs and Dark Fiber – TBD</u> 	<p>Notes:</p> <ol style="list-style-type: none"> <u>1. Until the Nov00 (Jan – Oct) Report Resale Megabit is reported under Zone-type disaggregation. Beginning on the Nov 00 report Resale Megabit will be reported under MSA type disaggregation.</u> <u>2. In developing MR-7 for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Nov 30, 2000.</u>
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MR-8 – Trouble Rate

Purpose: Evaluates the overall rate of trouble reports as a percentage of the total installed base of the service or element.	
Description: Measures trouble reports by product and compares them to the number of lines in service. <ul style="list-style-type: none"> Includes all trouble reports closed during the reporting period, subject to exclusions specified below. Includes all applicable trouble reports, including those that are out of service and those that are only service-affecting. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level.
Formula: $\left[\frac{\text{Total number of trouble reports involving the specified service grouping}}{\text{Total number of the specified services that are in service in the reporting period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). Subsequent trouble reports (i.e., redundant reports for the same trouble before it is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Reports of problems received on day of installation before provisioning order is closed as complete. 	

MR-8 – Trouble Rate (continued)

Product Reporting:	Standards:
• Resale	
Residential single line service	Parity with retail service
Business single line service	Parity with retail service
Centrex	Parity with retail service
Centrex 21	Parity with retail service
PBX Trunks	Parity with retail service
Basic ISDN	Parity with retail service
Megabit	Parity with MegaBit service
Primary ISDN	Parity with retail service
DS0	Parity with retail service
DS1	Parity with retail service
DS3 and higher bit-rate services (aggregate)	Parity with retail service
Frame Relay	Parity with retail service
• <u>Shared Loop/Line Sharing</u>	<u>Diagnostic</u>
• <u>Sub-Loop Unbundling</u>	<u>Diagnostic</u>
• Unbundled Network Element – Platform (UNE-P) (POTS)	Parity with like retail service
• LIS Trunks	Parity with Qwest Interoffice Trunks (reported separately)
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Parity with retail DS1 Private Line Service
UDIT – Above DS1 level	Parity with retail Private Lines above DS1 level
<u>Dark Fiber – IOF</u>	<u>Diagnostic</u>
• Unbundled Loops:	
Analog Loop	Parity with retail Res and Bus POTS
Non-loaded Loop (2-wire)	Parity with retail ISDN BRI
Non-loaded Loop (4-wire)	Parity with retail DS1 Private Line
DS1-capable Loop	Parity with retail DS1 Private Line
ISDN-capable Loop	Parity with retail ISDN BRI
ADSL-qualified Loop	Parity with retail MegaBit
Loop types of DS3 and higher bit-rates (aggregate)	Parity with retail DS3 and higher bit-rate services (aggregate)
<u>Dark Fiber – Loop</u>	<u>Diagnostic</u>
• E911/911 Trunks	Parity with retail E911/911 Trunks
• <u>Enhanced Extended Links (EELs)</u>	<u>Diagnostic</u>
Availability: Available – Performance results and statistical parameters (except as noted below) • Under Development: 2. Retail comparable for unbundled loop and UDIT – beginning with Jun 00 data on the Sep 00 report – Centrex 21, and Resale Basic ISDN – beginning with Aug 00 data on the Sep Oct 00 report – <u>Retail comparable for LIS Trunks¹</u> – Qwest Retail Interoffice trunks – beginning with Aug 00 data on the Sep	Notes: <u>1. In developing MR-8 for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Nov 30, 2000.</u>

MR-8 – Trouble Rate (continued)

<p>00 report ? Qwest E911 Trunks – beginning with May 00 data on the Aug 00 report</p> <ul style="list-style-type: none">– UNE-P (POTS) – beginning with Aug 00 data on the NovSep 00 report– Statistical parameters for comparison of unbundled loop results with specified retail comparative - beginning with JunAug 00 data on the Sep 00 report– <u>Shared Loop/Line Sharing, Sub-loop unbundling, EELs and Dark Fiber – TBD</u>	
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MR-9 – Repair Appointments Met

Purpose: Evaluates the extent to which Qwest repairs services for Customers by the appointment date and time.	
Description: Measures the percentage of repair reports for which the appointment date and time is met. <ul style="list-style-type: none"> Includes all trouble reports closed during the reporting period, subject to exclusions specified below. Time measured is from date and time of receipt to date and time trouble is indicated as closed. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level. Results for listed services will be disaggregated and reported according to trouble reports involving: <ul style="list-style-type: none"> MR-9A Dispatches within MSAs; MR-9B Dispatches outside MSAs; and MR-9C No dispatches.
Formula: [(Total Maintenance Reports Closed by appointment date and time) / (Total Maintenance Reports Received)] x 100	
Exclusions: <ul style="list-style-type: none"> Trouble reports coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-Qwest (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); Subsequent trouble reports (i.e., redundant reports for the same trouble before the ticket is closed). Information tickets generated for internal Qwest system/network monitoring purposes. Reports of problems received on day of installation before provisioning order is closed as complete. 	
Product Reporting: Resale: <ul style="list-style-type: none"> Residential single line service Business single line service Centrex PBX Trunks Basic ISDN Unbundled Elements – Platform (UNE-P) (POTS) 	Standard: Parity
Availability: <ul style="list-style-type: none"> Available: <ul style="list-style-type: none"> Performance results and statistical parameters (except as noted below) Under Development: <ul style="list-style-type: none"> UNE-P (POTS) beginning with Aug 00 data on the NovSep-00 report 	Notes:

MR-10 – Customer and Non-Qwest Related Trouble Reports

Purpose: Evaluates the extent that trouble reports were customer related, and provides diagnostic information to help address potential issues that might be raised by the core maintenance and repair performance indicators.	
Description: Measures the percentage of all trouble reports that are attributed to the customer as a percentage of all trouble reports resolved during the reporting period, subject to exclusions specified below. Includes trouble reports closed during the reporting period coded as follows: <ul style="list-style-type: none"> For products measured from MTAS data, trouble reports coded to disposition codes for: Customer Action (6); Non-Telco Plant (11); Trouble Beyond the Network Interface (12); and Miscellaneous – Non-Dispatch, non-U S WEST (includes CPE, Customer Instruction, Carrier, Alternate Provider (13); and trouble reports involving a "no access" delay <u>for MSA type disaggregated products</u>. For products measured from WFA (Workforce Administration) data trouble reports coded to trouble codes for Carrier Action (IEC) and Customer Provided Equipment (CPE). 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results	Disaggregation Reporting: Statewide level.
Formula: (Number of Trouble Reports coded to disposition codes specified above) / (Total Number of Trouble Reports)	
Exclusions: <ul style="list-style-type: none"> Subsequent trouble reports (i.e., redundant reports for the same trouble before it is resolved). Information tickets generated for internal U S WEST system/network monitoring purposes. 	

MR-10 – Customer and Non-Qwest Related Trouble Reports (continued)

Product Reporting:	Standards:
• Resale	
Residential single line service	Diagnostic
Business single line service	Diagnostic
Centrex	Diagnostic
Centrex 21	Diagnostic
PBX Trunks	Diagnostic
Basic ISDN	Diagnostic
Megabit	Diagnostic
• Unbundled Network Element – Platform (UNE-P) (POTS)	Diagnostic
• Resale	
Primary ISDN	Diagnostic
DS0	Diagnostic
DS1	Diagnostic
DS3 and higher bit-rate services (aggregate)	Diagnostic
Frame Relay	Diagnostic
• LIS Trunks	Diagnostic
• Unbundled Dedicated Interoffice Transport (UDIT)	
UDIT – DS1 level	Diagnostic
UDIT – Above DS1 level	Diagnostic
• Unbundled Loops:	
Analog Loop	Diagnostic
Non-loaded Loop (2-wire)	Diagnostic
Non-loaded Loop (4-wire)	Diagnostic
DS1-capable Loop	Diagnostic
ISDN-capable Loop	Diagnostic
ADSL-qualified Loop	Diagnostic
Loop types of DS3 and higher bit-rates (aggregate)	Diagnostic
• E911/911 Trunks	Diagnostic
Availability:	Notes:
<ul style="list-style-type: none"> Available: <ul style="list-style-type: none"> Performance results and statistical parameters (except as noted below) Under Development: <ul style="list-style-type: none"> ? Qwest E911 Trunks – beginning with May 00 data on the Aug 00 report – UNE-P (POTS) beginning with Aug 00 data on the NovSep 00 report – Retail comparable for LIS Trunks¹ ? Unbounded loops and Megabit – beginning with July 00 data on the Aug 00 report – Inclusion of Non-Telco (11) and trouble reports involving a "no access" delay for MSA type disaggregated products – beginning with JulJan 00 data on the Aug Nov 00 report 	<ol style="list-style-type: none"> <u>In developing MR-10 for LIS Trunks Qwest has discovered there is no capability to measure the analogous results for Qwest IOF trunks. Accordingly Qwest will propose either a benchmark or an alternative retail analogue by Nov 30, 2000.</u>

Billing

BI-1 – Time to Provide Recorded Usage Records

Purpose: Evaluates the timeliness with which Qwest provides recorded daily usage records to CLECs.	
Description: Measures the average time interval from date of recorded daily usage to date usage records are transmitted or made available to CLECs as applicable. BI-1A – Measures recorded daily usage for UNEs and Resale and includes industry standard electronically transmitted usage records for local measured usage, local message usage, toll usage, and local exchange service components priced on a per-use basis, subject to exclusions specified below. BI-1B – Measures the percent of recorded daily usage for Jointly provided switched access provided within four days. This includes usage created by the CLEC and Qwest or IXC providing access, usually via 2-way Feature Group X trunk groups for Feature Group A, Feature Group B, Feature Group D, Phone to Phone IP Telephony, 8XX access, and 900 access and their successors or similar Switched Access services.	
Reporting Period: One month	Unit of Measure: BI-1A – Average Business Days BI-1B – Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and U S WEST Retail results	Disaggregation Reporting: State level.
Formula: BI-1A - $\sum(\text{Date Record Transmitted or made available} - \text{Date Usage Recorded}) / (\text{Total number of records})$ BI-1B - $[(\# \text{ of daily usage records for Jointly provided switched access sent within five days}) / (\text{Total daily usage records for Jointly provided switched access in the report period})] \times 100$	
Exclusions: Instances where the CLEC requests other than daily usage transmission or availability.	
Product Reporting: <ul style="list-style-type: none"> • UNEs and Resale • Jointly-provided Switched Access 	Standard: BI-1A - Parity with Qwest retail. BI-1B - 95% within 5 business days
Availability: <ul style="list-style-type: none"> • Available: <ul style="list-style-type: none"> – BI-1A UNEs and Resale • Under Development: <ul style="list-style-type: none"> – BI-1B Jointly-provided Switched Access –beginning with Nov 00 data on the Dec 00 report 	Notes:

BI-2 – Invoices Delivered within 10 Days

Purpose: Evaluates the timeliness with which Qwest delivers industry standard electronically transmitted bills to CLECs, focusing on the percent delivered within ten calendar days.	
Description: Measures the percentage of invoices that are delivered within ten days, based on the number of days between the bill date and bill delivery. <ul style="list-style-type: none"> Includes all industry standard electronically transmitted invoices for local exchange services and toll, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: Combined Qwest Retail/CLEC results (Parity by design)	Disaggregation Reporting: State level ¹
Formula: (Count of Invoices for which Bill Transmission Date - Bill Date is ten calendar days or less)/(Total Number of Invoices) x 100	
Exclusions: Bills transmitted via paper, magnetic tape, CD-ROM, diskette.	
Product Reporting: <ul style="list-style-type: none"> UNEs and Resale 	Standard: 99% within 10 calendar days
Availability: Available: <u>Disaggregation by Multi-state sub-region serving the state.</u> <u>1 Under Development: Disaggregation by state-wide level for reporting beginning with Jan 01 results in the Feb 01 report.</u>	Notes: Reciprocal Compensation MOUs will be added to Product Reporting if and when those bills are electronically transmitted.

BI-3 – Billing Accuracy – Adjustments for Errors

Purpose: Evaluates the accuracy with which Qwest bills CLECs, focusing on the percentage of billed revenue adjusted due to errors.	
Description: Measures the billed revenue minus amounts adjusted off bills due to errors, as a percentage of total billed revenue. <ul style="list-style-type: none"> Both the billed revenue and amounts adjusted off bills due to error are calculated from bills rendered in the reporting period. <u>“Amounts adjusted off bills due to errors” is the sum of all bill adjustments made in the reporting period that involve, either in part or in total, adjustment codes related to billing errors. (Each adjustment thus qualifying is added to the sum in its entirety.)</u> 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	Disaggregation Reporting: State level.
Formula: $\frac{\Sigma(\text{Revenue Billed without Error})}{(\text{Total Billed Revenue billed in Reporting Period})} \times 100$	
Exclusions: <ul style="list-style-type: none"> BI-3A - UNEs and Resale – None BI-3B - Reciprocal Compensation Minutes of Use – Billing adjustments as a result of CLEC-caused errors in return of minutes of use 	
Product Reporting: <ul style="list-style-type: none"> BI-3A - UNEs and Resale BI-3B - Reciprocal Compensation Minutes of Use (MOU) 	Standard: <ul style="list-style-type: none"> BI-3A - UNEs and Resale: Parity with Qwest retail bills. BI-3B - Reciprocal Compensation (MOU) – 95%
Availability: Available: <u>Results based on revenue billed without adjustments</u> <u>Under Development: Capability to limit adjustments to only those involving amounts related to billing errors – TBD upon acceptance of this revision</u>	Notes:

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BI-4 – Billing Completeness

Purpose: <ul style="list-style-type: none"> • UNEs and Resale - Evaluates the completeness with which Qwest reflects non-recurring and recurring charges associated with completed service orders on the bills. • Reciprocal Compensation Minutes of Use (MOU) – Evaluates the completeness with which Qwest reflects the revenue for Local Minutes of Use associated with CLEC local traffic over Qwest's network on the bills 	
Description: BI-4A - UNEs and Resale - Measures the percentage of non-recurring and recurring charges associated with completed service orders appear on the correct bill.* BI-4B - Reciprocal Compensation (MOU) – Measures the percentage of revenue associated with local minutes of use appearing on the correct (current) bill.* * Correct bill = next available bill	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLECs, and Qwest Retail results	Disaggregation Reporting: State level.
Formula: BI-4A - UNEs and Resale = $\sum(\text{Count of service orders with non-recurring and recurring charges associated with completed service orders on the bills that are billed on the correct bill} / \text{total count of service orders with non-recurring and recurring charges associated with completed service orders billed on the bill}) \times 100$ BI-4B - Reciprocal Compensation MOU = $\sum(\text{Revenue for Local Minutes of Use billed on the correct* bill} / \text{total revenue for Local Minutes of Use collected during the month}) \times 100$	
Exclusions: None	
Product Reporting: <ul style="list-style-type: none"> • UNEs and Resale • Reciprocal Compensation (MOU) 	Standard: BI-4A - UNEs and Resale: Parity with Qwest Retail bills. BI-4B - Reciprocal Compensation (MOU): 95%
Availability: Available	Notes:

Database Updates

DB-1 – Time to Update Databases

Purpose: Evaluates the time required for updates to the databases of E911, LIDB, and Directory Listings.	
Description: <ul style="list-style-type: none"> Measures the average time required to update the databases of E911, LIDB, and Directory Listings. Includes all database updates completed during the reporting period. 	
Reporting Period: One month	Unit of Measure: E911 – Hrs: Mins. LIDB & Directory Listings – Seconds
Reporting Comparisons: Combined results for all updates	Disaggregation Reporting: A - E911 – state level B - LIDB - Multi state region-wide level C - Directory Listings – sub-region applicable to state
Formula: [(Date and Time of database update for each database update in the reporting period) – (Date and Time of submissions of data for entry into the database for each database update in the reporting period) / Total database updates completed in the reporting period]	
Exclusions: None	
Product Reporting: Not applicable (Reported by database type)	Standard: Parity by design
Availability: <div style="text-align: center;">Available:</div>	Notes:

DB-2 – Accurate Database Updates

Purpose: Evaluates the accuracy of database updates completed without errors in the reporting period.	
Description: <ul style="list-style-type: none"> Measures the percentage of database updates completed without errors in the reporting period. Includes all database updates completed during the reporting period. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: Combined results for all updates	Disaggregation Reporting: A - E911 – state level B - LIDB - Multi state region-wide level C - Directory Listings – sub-region applicable to state
Formula: [Total database updates completed without errors in the reporting period / Total database updates completed in the reporting period] x 100	
Exclusions: None	
Product Reporting: Not applicable (Reported by database type)	Standard: Parity by design
Availability: <ul style="list-style-type: none"> Available: <ul style="list-style-type: none"> 2 A - E911 2 C - Directory Listings Under Development: <ul style="list-style-type: none"> B – LIDB beginning with Apr 00 data on the Aug 00 report. See Note 1 	Notes: <u>1. In developing DB-2B Qwest has discovered that it cannot measure the accuracy of LIDB updates because Qwest's performance with respect to LIDB does not impact the content of the updates. Accordingly, Qwest is preparing a proposal to remove LIDB from this measurement</u>

Directory Assistance

DA-1 – Speed of Answer – Directory Assistance

Purpose: Evaluates timeliness of customer access to Qwest's Directory Assistance operators, focusing on how long it takes for calls to be answered.	
Description: Measures the average time following first ring until a call is first picked up by the Qwest agent/system to answer Directory Assistance calls. <ul style="list-style-type: none"> Includes all calls to Qwest directory assistance during the reporting period. Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue. 	
Reporting Period: One month	Unit of Measure: Seconds
Reporting Comparisons: Results for Qwest and all CLECs are combined.	Disaggregation Reporting: Sub-region applicable to state
Formula: $\Sigma[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})] / (\text{Total Calls Answered by Center})$ Explanation: Average speed of answer is obtained by dividing the sum of all answer times recorded (minutes/seconds) by the total number of calls answered at the center in a given month.	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center.	
Product Reporting: None	Standard: Parity by design
Availability: <div style="text-align: center;">Available</div>	Notes:

DA-2 – Calls Answered within Ten Seconds – Directory Assistance

Purpose: Evaluates timeliness of customer access to Qwest's Directory Assistance Operators, focusing on the number of calls answered within 10 seconds.	
Description: Measures the percent of Directory Assistance calls that are answered within 10 seconds of the first ring by the (Qwest) agent/system. <ul style="list-style-type: none"> Includes all calls to Qwest's directory assistance during the reporting period. Because a system (electronic voice) prompts for city, state, and listing requested before the actual operator comes on the line, the first ring is defined as when the voice response unit places the call into queue. This is physically accomplished by applying standard speed of answer algorithms. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: Results for Qwest and all CLECs are combined.	Disaggregation Reporting: Sub-region applicable to state.
Formula: $[(\text{Total Calls Answered by Center within 10 seconds}) / (\text{Total Calls Answered by Center})] \times 100$ <p><u>Explanation:</u> The result is determined by applying the average speed of answer to system standard algorithms to derive the percent of calls answered within 10 seconds. For reporting purposes the numerator for the above formula is derived by multiplying the percent results by the total calls answered.</p>	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center.	
Product Reporting: None	Standard: Parity by design
Availability: Available	Notes:

Operator Services

OS-1 – Speed of Answer – Operator Services

Purpose: Evaluates timeliness of customer access to Qwest's operators, focusing on how long it takes for calls to be answered.	
Description: Measures the time following first ring until a call is answered by the Qwest agent. <ul style="list-style-type: none"> Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Seconds
Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure.	Disaggregation Reporting: Region-wide level.
Formula: $\frac{\sum[(\text{Date and Time of Call Answer}) - (\text{Date and Time of First Ring})]}{(\text{Total Calls Answered by Center})}$	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center.	
Product Reporting: None	Standard: Parity by design
Availability: <div style="text-align: center;">Available</div>	Notes:

OS-2 – Calls Answered within Ten seconds – Operator Services

Purpose: Evaluates timeliness of customer access to Qwest's operators, focusing on the number of calls answered within 10 seconds.	
Description: Measures the percent of Operator Assisted calls answered by the Qwest agent within ten seconds of the first ring. <ul style="list-style-type: none"> Includes all calls to Qwest's operator services during the reporting period, subject to exclusions specified below. Calls are counted as answered when the call is connected to an Operator Services agent 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: Qwest and all CLECs are aggregated in a single measure.	Disaggregation Reporting: Sub-region applicable to state.
Formula: $[(\text{Total Calls Answered by Center within 10 seconds}) / (\text{Total Calls Answered by Center})] \times 100$ <p><u>Explanation:</u> The result is determined by applying the average speed of answer to system standard algorithms to derive the percent of calls answered within 10 seconds. For reporting purposes the numerator for the above formula is derived by multiplying the percent results by the total calls answered.</p>	
Exclusions: Abandoned Calls are not included in the total number of calls answered by the center.	
Product Reporting: None	Standard: Parity by design
Availability: <div style="text-align: center;">Available</div>	Notes:

Network Performance

NI-1 – Trunk Blocking

Purpose: Evaluates factors affecting completion of calls from Qwest end offices to CLEC end offices, compared with the completion of calls from Qwest end offices to other Qwest end offices, focusing on average busy-hour blocking percentages in interconnection or interoffice final trunks.	
Description: Measures the percentage of trunks blocking in interconnection and interoffice final trunks. <ul style="list-style-type: none"> Includes blocking percentages on all direct final and alternate final interconnection and interoffice trunk groups that are in service during the reporting period, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Percent Blockage
Reporting Comparisons: Qwest network results, CLEC aggregate and individual CLEC results.	Disaggregation Reporting: Statewide level. Reports the percentage of trunks blocking in interconnection final trunks, reported by: <ul style="list-style-type: none"> NI-1A Interconnection (LIS) trunks to Qwest tandem offices; NI-1B Interconnection (LIS) trunks to Qwest end offices. Reports the percentage of trunks blocking in local interoffice final trunks, reported by: <ul style="list-style-type: none"> NI-1C Trunks connecting Qwest end offices to Qwest tandem offices; NI-1D Trunks connecting Qwest end offices to other Qwest end offices.
Formula: $[\Sigma(\text{Blockage in Final Trunk Group of Specified Type})(\text{Number of Circuits in Trunk Group})] / (\text{Total Number of Final Trunk Circuits in all Final Trunk Groups})$	
Explanation: Actual average percentage of trunk blockage is calculated by dividing the equivalent average number of trunk circuits blocking by the total number of trunk circuits in final trunks of the type being measured.	
Exclusions: ^{NOTE 1} <ul style="list-style-type: none"> Toll trunks, non-final trunks, and trunks that are not connected to the public switched network. One-way trunks originating at CLEC end offices. Qwest official services trunks, local interoffice operator and directory assistance trunks, and local interoffice 911/E911 trunks. 	
Product Reporting: None	Standard: Where NI-1A ≤ 1%: 1 % Where NI-1A > 1%: Parity with NI-1C Where NI-1B ≤ 1%: 1 % Where NI-1B > 1%: Parity with NI-1D
Availability: <div style="text-align: center;">Available</div>	Notes: 1. Qwest is developing the capability to exclude, in effect, CLEC-caused trunk blocking. This will be done by identifying and excluding trunk groups for which CLECs have not responded to notifications to augment trunk capacities, which then resulted in trunk blocking. When the process is finalized and the capability developed, Qwest will propose the specific language for this exclusion.

NP-1 – NXX Code Activation

Purpose: Evaluates the timeliness of Qwest's NXX code activation prior to the LERG effective date.	
Description: Measures the percentage of NXX codes scheduled to be activated that are actually loaded and tested prior to the LERG effective date in the reporting period. <ul style="list-style-type: none"> • The NXX code activation notice is provided by the LERG (Local Exchange Routing Guide) to Qwest. • NXX code activation is defined as complete when all translations associated with the new NXX are complete by 11:59 p.m. of the day prior to the date identified in the LERG. • The timeliness process includes test calls to the activated NXX. Test calls require that CLEC test numbers be provided to Qwest in a sufficient timeframe to accommodate the required test calls. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate, individual CLEC and Qwest Retail results.	Disaggregation Reporting: State level.
Formula: $\left[\frac{\text{(Number of NXX codes loaded and tested prior to the LERG effective date)}}{\text{(Number of NXX codes scheduled to be activated)}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> • NXX codes with loading intervals shorter than industry standard (currently 45 calendar days). • NXX codes activated, but which can not be tested because CLEC didn't provide test number. • NXX codes activated but which can not be tested because the CLEC facilities have not been installed. (This occurs when a CLEC orders NXX code activation well in advance of routing facilities in order to reserve the NXX.) 	
Product Reporting: None	Standard: Parity
Availability: <div style="text-align: center;">Available</div>	Notes:

Collocation

CP-1 – Installation Interval

Purpose: Evaluates the timeliness of Qwest's installation of collocation arrangements for CLECs, focusing on the average time to complete such arrangements.	
Description: Measures the interval between the receipt of the down payment from the CLEC and the completion of the collocation installation, expressed in calendar days. <ul style="list-style-type: none"> Includes all collocations assigned a Ready For Service (RFS) date by Qwest and completed during the reporting period, subject to exclusions specified below. 	
Reporting Period: One month	Unit of Measure: Average Calendar Days
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level. Results for this indicator are disaggregated and reported as follows: <ul style="list-style-type: none"> A-1 Virtual, Physical Caged, and Shared Collocation. A-2 Augments to Virtual, Physical Caged, and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.
Formula: $\Sigma[(\text{Collocation Completion Date}) - (\text{Collocation Interval Start Date})] / (\text{Total Number of Collocations Completed in Reporting Period})$	
Exclusions: <ul style="list-style-type: none"> CLEC orders involving requests for RFS dates yielding longer than 90 calendar day intervals. RFS dates missed for CLEC-not-ready; RFS dates missed for CLEC equipment delays. 	
Product Reporting: <ul style="list-style-type: none"> Virtual, Physical Caged, and Shared Collocation Cageless Collocation 	Standard: 90 calendar days
Availability: <div style="text-align: center;">Available</div>	Notes:

CP-2 – Installation Commitments Met

Purpose: Evaluates the extent to which Qwest completes collocation arrangements for CLECs as scheduled or promised.	
Description: Measures the percentage of collocation orders for which the Ready For Service (RFS) date is met. <ul style="list-style-type: none"> Includes all collocations assigned a RFS date by Qwest and completed within the reporting period, including those with CLEC-requested RFS dates longer than the standard interval and those with extended RFS dates negotiated with the CLEC (including supplemented collocation orders that extend the RFS date). A collocation arrangement is counted as met under this measurement if its Collocation Completion Date is the same as, or earlier than, the assigned RFS date. For CLECs with interconnection agreements that specify collocation installation intervals, and for individually negotiated intervals, the agreed-upon interval is the one measured. For CLECs with interconnection agreements that do not specify collocation installation intervals, the intervals applied for this measurement will be 90 calendar days for all types of collocation and augments thereto. 	
Reporting Period: One month	
Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level. Results for this indicator are disaggregated and reported as follows: A-1 Virtual, Physical Caged, and Shared Collocation A-2 Augments to Virtual, Physical Caged, and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.
Formula: $\left[\frac{\text{Count of Collocations with Collocation Completion Dates that are the same as, or earlier than, the assigned Ready for Service Date}}{\text{Total Number of Collocations Completed in the Reporting Period}} \right] \times 100$	
Exclusions: <ul style="list-style-type: none"> RFS dates missed for CLEC-not-ready; RFS dates missed for CLEC equipment delays. 	
Product Reporting: <ul style="list-style-type: none"> Virtual, Physical Caged, and Shared Collocation Cageless Collocation 	Standard: 90 percent or more
Availability: Available	Notes:

CP-4 – Feasibility Study Commitments Met

Purpose: Evaluates the degree that Qwest met its stated commitment in the sub-process function of providing a collocation feasibility study to the CLEC.	
Description: Measures the percentage of collocation feasibility studies for installations that are completed within the allotted time frame for such studies. <ul style="list-style-type: none"> Includes all feasibility studies associated with collocation arrangements completed in the reporting period. For CLECs with interconnection agreements that identify a collocation feasibility study interval, and for individually negotiated intervals, the agreed-upon interval is the one measured. For CLECs without interconnection agreements that identify a collocation feasibility study interval, the interval measured is 7 business days for virtual collocation and 10 business days for physical collocation. 	
Reporting Period: One month	Unit of Measure: Percent
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level. Results for this indicator are disaggregated and reported as follows: <ul style="list-style-type: none"> A-1 Virtual and Physical Caged and Shared Collocation A-2 Augments to Virtual and Physical Caged and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.
Formula: $\left[\frac{\text{(Total Applicable Collocation Feasibility studies completed in agreed-upon timeframe)}}{\text{(Total applicable Collocation Feasibility studies completed)}} \right] \times 100$	
Exclusions: None	
Product Reporting: <ul style="list-style-type: none"> Virtual, Physical Caged, and Shared Collocation Cageless Collocation 	Standard: 90 percent or more
Availability: Available	Notes:

CP-6 – Quote Commitments Met

Purpose: Evaluates the degree that Qwest met its stated commitment in the sub-process function of providing a collocation quote to the CLEC.	
Description: Measures the percentage of Central Office collocation quotes that are completed within the allotted time frame. <ul style="list-style-type: none"> Includes quotes associated with collocation arrangements that are completed in the reporting period. For CLECs with interconnection agreements that identify a collocation quote interval, and for individually negotiated intervals, the agreed-upon interval is the one measured. For CLECs without interconnection agreements that identify a collocation quote interval, the interval measured is 25 calendar days. 	
Reporting Period: One month Unit of Measure: Percent	
Reporting Comparisons: CLEC aggregate and individual CLEC results	Disaggregation Reporting: Statewide level. Results for this indicator are disaggregated and reported as follows: <ul style="list-style-type: none"> A-1 Virtual and Physical Caged and Shared Collocation A-2 Augments to Virtual and Physical Caged and Shared Collocations. B-1 Cageless Collocations. B-2 Augments to Cageless Collocations.
Formula: $\left[\frac{\text{Total Applicable Collocation Quotations completed in agreed-upon timeframe}}{\text{Total applicable Collocation Quotations completed}} \right] \times 100$	
Exclusions: None	
Product Reporting: <ul style="list-style-type: none"> Virtual Physical Caged and Shared Collocation Cageless Collocation 	Standard: 90 percent or more
Availability: Available	Notes:

DEFINITION OF TERMS

Application Date (and Time) – The date (and time) on which Qwest receives from the CLEC a complete and accurate local service request (LSR) or access service request (ASR) or retail order, subject to the following:

- For the following types of requests/orders, the application date (and time) is the start of the next business day:
 - (1) LSRs and ASRs received after 3:00PM MT for Designed Services, Unbundled Loops (except analog loops), and Local Number Portability (except non-designed, flow-through LNP;
 - (2) Retail orders received after 3:00 PM local time for Designed Services.
 - (3) LSRs received after 7:00PM MT for POTS Resale (Residence and Business), Non-Design Resale Centrex, 2W/4W Analog Unbundled Loops, and non-designed, flow-through LNP.
 - (4) Retail orders for comparable non-designed services cannot be received after closing time, so the cutoff time is essentially the business office closing time.

Automatic Location Information (ALI) – The feature of E911 that displays at the Public Safety Answering Point (PSAP) the street address of the calling telephone number. This feature requires a data storage and retrieval system for translating telephone numbers to the associated address. ALI may include Emergency Service Number (ESN), street address, room or floor, and names of the enforcement, fire and medical agencies with jurisdictional responsibility for the address. The Management System (E911) database is used to update the Automatic E911 Location Information databases.

Bill Date – the date shown at the top of the bill, representing the date on which Qwest begins to close the bill.

Blocking – condition on a telecommunications network where, due to a maintenance problem or an traffic volumes exceeding trunking capacity in a part of the network, some or all originating or terminating calls cannot reach their final destinations. Depending on the condition and the part of the network affected, the network may make subsequent attempts to complete the call or the call may be completely blocked. If the call is completely blocked, the calling party will have to re-initiate the call attempt.

Business Day – Workdays that Qwest is normally open for business. Business Day = Monday through Friday, excluding weekends and Qwest published Holidays including New Year's Day, Memorial Day, July 4th, Labor Day, Thanksgiving and Christmas.

Code Activation (Opening) – Process by which new NPA/NXXs (area code/prefix) is defined, through software translations to network databases and switches, in telephone networks. Code activation (openings) allow for new groups of telephone numbers (usually in blocks of 10,000) to be made available for assignment to an ILEC's or CLEC's customers, and for calls to those numbers to be passed between carriers.

Common Channel Signaling System 7 (CCSS7) – A network architecture used to for the exchange of signaling information between telecommunications nodes and networks on an out-of-band basis. Information exchanged provides for call set-up and supports services and features such as CLASS and database query and response.

Common Transport – Trunk groups between tandem and end office switches that are shared by more than one carrier, often including the traffic of both the ILEC and several CLECs.

Completion – The time in the order process when the service has been provisioned and service is available.

Completion Notice – A notification the ILEC provides to the CLEC to inform the CLEC that the requested service order activity is complete.

Coordinated Customer Conversion Orders that have a due date negotiated between the ILEC, the CLEC, and the customer so that work activities can be performed on a coordinated basis under the direction of the receiving carrier.

Customer Requested Due Date – A specific due date requested by the customer which is either shorter or longer than the standard interval or the interval offered by the ILEC.

DEFINITION OF TERMS (continued)

Customer Trouble Reports – A report that the carrier providing the underlying service opens when notified that a customer has a problem with their service. Once resolved, the disposition of the trouble is changed to closed.

Dedicated Transport – A network facility reserved to the exclusive use of a single customer, carrier or pair of carriers used to exchange switched or special, local exchange, or exchange access traffic.

Delayed Order – An order which has been completed after the scheduled due date and/or time.

Directory Assistance Database – A database that contains subscriber records used to provide live or automated operator-assisted directory assistance. Including 411, 555-1212, NPA-555-1212.

Directory Listings – Subscriber information used for DA and/or telephone directory publishing, including name and telephone number, and optionally, the customer's address.

DS-0 – Digital Service Level 0. Service provided at a digital signal speed commonly at 64 kbps, but occasionally at 56 kbps.

DS-1 – Digital Service Level 1. Service provided at a digital signal speed of 1.544 Mbps.

DS-3 – Digital Service Level 3. Service provided at a digital signal speed of 44.736 Mbps.

Due Date – The date provided on the Firm Order Confirmation (FOC) the ILEC sends the CLEC identifying the planned completion date for the order.

End Office Switch – A switch from which an end users' exchange services are directly connected and offered.

Final Trunk Groups – interconnection and interoffice trunk groups that do not overflow traffic to other trunk groups when busy.

Firm Order Confirmation (FOC) – Notice the ILEC sends to the CLEC to notify the CLEC that it has received the CLECs service request, created a service order, and assigned it a due date.

Flow-Through – The term used to describe whether a LSR electronically is passed from the OSS interface system to the ILEC legacy system to automatically create a service order. LSRs that do not flow through require manual intervention for the service order to be created in the ILEC legacy system.

~~High/Low Density~~ – ~~High Density Zone 1~~ - areas are geographic areas defined by Qwest as urban population centers, identified by NPA, NXX. ~~Low Density Zone 2~~ - areas are geographic areas defined by Qwest as non-urban areas identified by NPA, NXX.

Installation – The activity performed to activate a service.

Installation Troubles – A trouble, which is identified after service order activity and installation, has completed on a customer's line. It is likely attributable to the service activity (within a defined time period).

Interconnection Trunks – A network facility that is used to interconnect two switches generally of different local exchange carriers

Interface Outage – A planned or unplanned failure resulting the unavailability or access degradation of a system.

Inward Activity – refers to an order for new or additional lines.

Jeopardy – A condition experienced in the service provisioning process which results potentially in the inability of a carrier to meet the committed due date on a service order

Jeopardy Notice – The actual notice that the ILEC sends to the CLEC when a jeopardy has been identified.

Lack of Facilities – A shortage of cable facilities identified after a due date has been committed to a customer, including the CLEC. The facilities shortage may be identified during the inventory assignment process or during the service installation process, and typically triggers a jeopardy.

Local Exchange Routing Guide (LERG) – A Bellcore master file that is used by the telecom industry to identify NPA-NXX routing and homing information, as well as network element and equipment designations. The file also includes scheduled network changes associated with activity within the North American Numbering Plan (NANP).

Local Exchange Traffic – Traffic originated on the network of a LEC in a local calling area that terminates to another LEC in a local calling area.

Local Number Portability (formerly defined under Permanent Number Portability and also known as – Long Term Number Portability) – A network technology which allows end user customers to retain their telephone number when moving their service between local service providers. This technology does not employ remote call forwarding, but actually allows the customer's telephone number to be moved and redefined in the network of the new service provider. The activity to move the telephone number is called "porting."

DEFINITION OF TERMS (continued)

Local Service Request (LSR) – transaction sent from the CLEC to the ILEC to order services or to request a change(s) be made to existing services.

MSA/Non-MSA – Metropolitan Statistical Area is a government defined geographic area with a population of 50,000 or greater. Non-Metropolitan Statistical Area is a government defined geographic area with population of less than 50,000. Qwest depicts MSA Non-MSA based on NPA NXX. Where a wire center is predominantly within an MSA, all lines are counted within the MSA.

Mechanized Bill – A bill that is delivered via electronic transmission.

NXX, NXX Code or Central Office Code – The three digit switch entity indicator that is defined by the “D”, “E”, and “F” digits of a 10-digit telephone number within the NANP. Each NXX Code contains 10,000 station numbers.

Plain Old Telephone Service (POTS) – Refers to basic 2-wire, non-complex analog residential and business services. Can include feature capabilities (e.g., CLASS features).

Projects – Service requests that exceed the line size and/or level of complexity which would allow for the use of standard ordering and provisioning processes. Generally, due dates for projects are negotiated, coordination of service installations/changes is required and automated provisioning may not be practical.

Query Types – Pre-ordering information that is available to a CLEC that is categorized according to standards issued by OBF, and the FCC, and/or the Arizona Commission.

Ready For Service (RFS) – the status achieved in the installation of a collocation arrangement when all “operational” work has been completed. Operational work consists of the following:

- Cage enclosure complete;
- DC power is active (including fuses available, BDFB [Battery Distribution Fuse Board] in place, and cables between the Co-Provider and power terminated);
- Primary AC outlet in place;
- Required ties or equivalent exist (e.g., distribute jumper cables across cosmic frame); and
- Cable racking and circuit terminations are complete (e.g. fiber jumpers placed between the Outside Plant Fiber Distribution Panel and the Central Office Fiber Distribution Panel serving the Co-provider).
- Key turnover has been made available to CLEC.

Ready for Service Date (RFS date) – the due date assigned to a collocation order (typically determined by regulatory rulings, contract terms, or negotiations with CLEC) to indicate when collocation installation is scheduled to be ready for service, as defined above.

Reject – A status that can occur to a CLEC submitted local service request (LSR) when it does not meet certain criteria. There are two types of rejects: (1) syntax, which occur if required fields are not included in the LSR; and (2) content, which occur if invalid data is provided in a field. A rejected service request must be corrected and re-submitted before provisioning can begin.

Repeat Report – Any trouble report that is a second (or greater) report on the same telephone number/circuit ID and at the same premises address within 30 days. The original report can be any category, including excluded reports, and can carry any disposition code.

Service Group Type – The designation used to identify a category of similar services, .e.g., UNE loops

Service Order – The work order created and distributed in ILECs systems and to ILEC work groups in response to a complete, valid local service request.

Service Order Type – The designation used to identify the major types of provisioning activities associated with a local service request.

Standard Interval – The interval that the ILEC publishes as a guideline for establishing due dates for provisioning a service request. Typically, due dates will not be assigned with intervals shorter than the standard. These intervals are specified by service type and type of service modification requested. ILECs publish these standard intervals in documents used by their own service representatives as well as ordering instructions provided to CLECs in the Qwest Standard Interval Guidelines.

Subsequent Reports – A trouble report that is taken in relation to a previously-reported trouble prior to the date and time the initial report has a status of “cleared.”

Tandem Switch – Switch used to connect and switch trunk circuits between and among Central Office switches.

Time to Restore – The time interval from the receipt, by the ILEC, of a trouble report on a customer’s service to the time service is fully restored to the customer.

DEFINITION OF TERMS (continued)

~~Unbundled Network Element – Combination (UNE-C) – Combinations of network elements, including both new and conversions, involving dedicated transport (e.g., private lines).~~

Unbundled Network Element – Platform (UNE-P) – Combinations of network elements, including both new and conversions, involving POTS (i.e., basic services providing dialtone).

Usage Data – Data generated in network nodes to identify switched call data on a detailed or summarized basis. Usage data is used to create customer invoices for the calls.

GLOSSARY OF ACRONYMS

ACRONYM	DESCRIPTION
ACD	Automatic Call Distributor
ADSL	Asymmetric Digital Subscriber Line
ALI	Automatic Line Information (for 911/E911 systems)
ASR	Service Request (processed via Exact system)
BRI	Basic Rate Interface (type of ISDN service)
CABS	Carrier Access Billing System
CKT	Circuit
CLEC	Competitive Local Exchange Carrier
CO	Central Office
CPE	Customer Premises Equipment
CRIS	Customer Record Information System
CSR	Customer Service Record
DA	Directory Assistance
dB	Decibel
DB	Database
DS0	Digital Service 0
DS1	Digital Service 1
DS3	Digital Service 3
E911 MS	E911 Management System
EAS	Extended Area Service
EB-TA	Electronic Bonding – Trouble Administration
EDI	Electronic Data Interchange
EELs	Enhanced Extended Links
ES	Emergency Services (for 911/E911)
FOC	Firm Order Confirmation
GUI	Graphical User Interface
HDSL	High-bit-rate Digital Subscriber Line
HICAP	High Capacity Digital Service
IEC	Interexchange Carrier
ILEC	Incumbent Local Exchange Carrier
INP	Interim Number Portability
IOF	Interoffice Facilities (refers to trunk facilities located between Qwest central offices)
ISDN	Integrated Services Digital Network
IMA	Interconnect Mediated Access
LATA	Local Access Transport Area
LERG	Local Exchange Routing Guide
LIDB	Line Identification Database
LIS	Local Interconnection Service Trunks
LNP	Long Term Number Portability
LSR	Local Service Request
N, T, C	Service Order Types - - N (new), T (to or transfer), C (change)
NANP	North American Numbering Plan
NDM	Network Data Mover
NPAC	Number Portability Administration Center
NXX	Telephone number prefix
OBF	Ordering and Billing Forum
OOS	Out of service (type of trouble condition)

Glossary of Acronyms (continued)

ACRONYM	DESCRIPTION
OSS	Operations-al Support Systems
PBX	Private Branch Exchange
PON	Purchase Order Number
POTS	Plain Old Telephone Service
PRI	Primary Rate Interface (type of ISDN service)
RFS	Ready for Service (refers to collocation projects)
SOP	Service Order Processor
SOT	Service Order Type
SS7	Signaling System 7
STP	Signaling Transfer Point
TN	Telephone Number
UDIT	Unbundled Dedicated Interoffice Transport
UNE	Unbundled Network Element
UNE-P	Unbundled Network Element - Platform
UNE-C	Unbundled Network Element - Combination
VRU	Voice Response Unit
xDSL	(x) Digital Subscriber Line. (The "x" prefix refers to DSL generically. An "x" replaced by an "A" refers to Asymmetric DSL, and by an "H" refers to High-bit-rate DSL.)

¹ Graphical User Interface

LSRs Eligible for Flow Through		
(Effective May 1, 2000 for IMA Version 5.0 submitted LSRs ¹)		
Product Category	Activity Type (LSR ACT)	Exceptions ²
Loop	<ul style="list-style-type: none"> • Conversion as Specified (ACT V) • New Connect (ACT N) • Disconnect (ACT D) • Outside Move (ACT T) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental Orders • Expedites • LSR Quantity >20 • Working Left In (WLI) is "Yes" or "Undetermined" • Near Match on CSR • CSR in "final" • Near Match on Address • Gift Billing exists on account being converted • Government Account • Back office systems not available when LSR submitted • Pending orders • Related Requests (RPON or RORD) • Directory Advertising exists on account being converted • Partial v. Full Conversion indicator conflicts with CSR • Partial conversion on accounts with hunting • CLEC sets Address not in Database indicator (i.e., new construction) • Billing deconsolidation of non-local products required on converting account

¹ CLECs submitting LSRs on the previous version of IMA will experience less Flow Through and therefore more exceptions as a result of not benefiting from the enhanced capabilities of the current version

² The exceptions listed reflect Qwest's current Flow Through exceptions. It is Qwest's intent to report Flow Through performance (PO-2) based on these exceptions at a later date. U S WEST is currently unable to report using this level of detailed exceptions. This will result in under-reporting Flow Through performance until additional system development can be completed.

LSRs Eligible for Flow Through		
(Effective May 1, 2000 for IMA Version 5.0 submitted LSRs ¹)		
Product Category	Activity Type (LSR ACT)	Exceptions ²
		<ul style="list-style-type: none"> • ADSL-Qualified Loop ACT "V", "N" and "T" • 2/4W Non Loaded Loop ACT "V", "N" and "T" • ISDN-Capable Loop ACT "V", "N" and "T" • DS1 Capable Loop ACT "V", "N" and "T" • Loop types of DS3 or higher bit rates ACT "V", "N" and "T"
Loop with LNP	<ul style="list-style-type: none"> • Conversion as Specified (ACT V or Z) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental Orders • Expedites • LSR Quantity >20 • Near Match on CSR • CSR in "final" • Near Match on Address • Gift Billing exists on account being converted • Government Account • Back office systems not available when LSR submitted • Pending orders • Related Requests (RPON or RORD) • Directory Advertising exists on account being converted • Partial v. Full Conversion indicator conflicts with CSR • Partial conversion on accounts with hunting • Billing deconsolidation of non-local products required on converting account • ADSL-Qualified Loop ACT "V", "N" and "T" • 2/4W Non Loaded Loop ACT "V", "N" and "T" • ISDN-Capable Loop ACT "V", "N" and "T"

Stand Alone LNP	<ul style="list-style-type: none"> • Conversion as specified: (ACT V or Z) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental orders • Expedites • LSR Quantity > 20 • Near Match on CSR • CSR in “final” • Near Match on Address • Gift Billing exists on account being converted • Government Account • Back office systems not available when LSR submitted • Complex products (non-POTS) • Pending Orders • Related Requests (RPON or RORD) • Directory Advertising exists on account being converted • Partial v. Full Conversion indicator conflicts with CSR • Partial conversion on accounts with hunting • Billing deconsolidation of non-local products required on converting account
Resale and UNE-P POTS	<ul style="list-style-type: none"> • Conversion as is (ACT W) • Conversion as specified (ACT V or Z) • Change (ACT C) • New Connect (ACT N) • Disconnect (ACT D) • Outside Moves (ACT T) • Restore (ACT B) • Suspend (ACT L) • Deny (ACT Y) 	<ul style="list-style-type: none"> • CLEC sets manual handling indicator • Supplemental Orders • Expedites • LSR Quantity >20 • Working Left In (WLI) is “Yes” or “Undetermined” • Near Match on CSR • CSR in “final” • Near Match on Address • Gift Billing exists on account being converted • Government Account • Back office systems not available when LSR submitted • Number Changes on multi-line accounts • Pending Order

		<ul style="list-style-type: none"> • Related Requests (RPON or RORD) • Directory Advertising exists on account being converted • Partial v. Full Conversion indicator conflicts with CSR • Partial conversion on accounts with hunting • CLEC sets Address not in Database indicator (i.e., new construction) • Billing deconsolidation of non-local products required on converting account • Account contains features/products which are invalid for resale • Conversions with voice mail rollover • Eastern Region: Deny (ACT Y) and Restore (ACT B) from a Deny • Eastern Region: Co-Provider to Co-Provider conversions • Central and Western Regions: Conversions with TN changes • Megabit • Centrex • Private Line • ISDN • PBX • Frame Relay • Remote Call Forwarding • Public Access Line (PAL)
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